



# Feeling overwhelmed in the “new normal”?

## We can help.

Life can be challenging in these uncertain times. But whether you have questions about COVID-19, how to find health insurance for the first time, or are overwhelmed with medical bills, our team of nurses and billings and claims specialists can help you get you the answers you need, saving you time, money and worry. **There’s no charge and we cover you, your spouse, dependents, even your parents and parents-in-law. Here are a few ways we can help:**



### Review CDC Covid-19 recommendations

- Inform you about up-to-date preventive and safety measures, testing, etc.
- Help identify COVID-19 symptoms for you and your family members, and the next steps as recommended by the Centers for Disease Control and Prevention (CDC)



### Answer health benefits questions

- Review coverage for services and out-of-pocket costs including copays, deductibles, premiums, coinsurance
- Compare plans to help you make the best decision for your situation
- Discuss adding a new baby to your health plan



### Locate doctors and other healthcare providers

- Identify in-network providers based on your preference
- Facilitate appointments
- Find out if telehealth is an option
- Locate local urgent care facilities for non-life threatening health issues



### Explain diagnoses and conditions

- Help explain your doctor’s recommendations
- Research the latest treatment options
- Arrange second opinions with leading specialists



### Save you money on prescriptions

- Locate generic versions for brand-name drugs
- Help with mail-order prescriptions, if available



### Sort through medical billing/claims issues

- Work with insurance plan and provider to correct any errors
- Research coverage options for non-covered services



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