



ROBINS & MORTON



care
advocates

WHO ARE CARE ADVOCATES?

CARE ADVOCATES ARE FRIENDLY, EXPERIENCED PROFESSIONALS who will explain your options and provide you with solutions in a manner that is easy for you and your spouse to understand. Their team knows the healthcare system and understands the process of navigating through statements and claims issues. They are consistently ranked among “the best of the best” in customer and employee satisfaction and have been helping people better understand and access their benefits and healthcare choices for over 50 years.

CARE ADVOCATES WILL GUIDE YOU THROUGH:

- **BENEFIT BASICS** – They will assist you in understanding your benefits and what they cover, including Explanation of Benefits Statements, deductibles, co-pays and out of pocket expenses. They can also discuss the pros and cons of Flexible Spending Accounts (FSAs) and Health Reimbursement Accounts (HRAs) and how to make the right choice for funding under your benefit plan.
- **CLAIMS ASSIST** – They will provide expert assistance with claims and other billing issues. They will assist with appeals for denied claims, resolve billing issues, assist with pre-authorizations, and facilitate coordination of benefit filing.
- **CARE CHOICE** – Nurses and healthcare advocates will counsel you on medical needs and guide you when seeking help from a physician or after initial care has been provided. They will help you find a provider, help schedule your appointment, explain test results, coordinate transfer of medical records, coordinate home healthcare visits and provide you with options for less expensive care and pharmaceuticals. They can also explain what to expect before and after a surgery, procedure, or diagnosis, and explain discharge orders while coordinating care after a hospital stay.
- **PARENT CARE** – Advocates offer care coordination for aging parents. They will help make arrangements for visiting healthcare providers, hospice, home health or equipment, explain test results or diagnoses, schedule doctors’ appointments, and coordinate transfers between hospitals or other medical service providers.

HOW DO I GET IN TOUCH WITH CARE ADVOCATES?

- **PHONE** – Call 866.891.3306, Monday through Friday, from 7:00a.m. to 7:00p.m. CST.
- **EMAIL** – Visit careadvocates.com/Member-Inquiry-Form to send us a message.

CALL TODAY TO TAKE ADVANTAGE OF OUR MANY SERVICES!
THIS IS PROVIDED TO YOU TO HELP YOU.