

HealthChampion<sup>®</sup>

# Help navigating your health care plan



Missing work due to a disabling illness or injury can be stressful. The last thing you need is to navigate through a maze of doctor bills, insurance statements and health plan requirements alone.

Access to the HealthChampion health care navigation program is available 24 hours a day, seven days a week via the toll-free number: 1-866-263-4365.

When you call, you will reach a Guidance Consultant with a relevant master's or doctorate degree who will assess your issues and needs, then connect you to the appropriate HealthChampion specialist.

## Assistance from medical experts

- Explanation of your benefits—what's covered and what's not
- Guidance on claims and billing issues
- Referral to financial resources
- Fee and payment plan negotiation
- Assistance with cost estimates for treatment options
- Explanation of the appeals process

## Support for your health care concerns

- One-on-one review of your medical concerns
- Straightforward answers regarding specific diagnosis and treatment options
- Support and preparation for upcoming doctor visits, lab work and procedures
- Coordination with appropriate health care provider(s)
- Referrals to counseling, legal and financial services through an employee assistance program (EAP), and to community resources and applicable support groups

## Your HealthChampion<sup>®</sup> Program

We're available 24/7 to assist you.  
Call: **1-866-263-4365**



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