YOUR PLAN ADVISOR
Ready to connect – and guide you to the answers you seek

Health care in the modern world calls for a sensitive, personal approach to service – one that’s built on real relationships and trust.

Which is why Plan Advisor delivers an experience that’s beyond traditional models of member support. Our advisors partner with you so you feel more confident in the decisions you make about your health, and comforted by the steps you’re taking to get there.

Because we all need a person we can rely on. Let your Plan Advisor be yours.

Connecting you to the care you need
Whether your question is common or complex, we make it easier for you to get answers by ensuring you have the information you need.

Keeping it real
Your plan advisor is an actual person who’s focused on serving you, equipped with knowledge and options to support and anticipate your unique needs and goals.

We’re in it with you
If you need something that’s out of our reach, we’ll connect you to the resources your need – and we’ll even stay on the call as long as you need.

Plan Advisor
Your personal guide to all things health care
We’re ready when you are

Here are some of the ways we can help:

Finding the right fit is important. We can help
Finding the right provider can feel daunting. We’ll match you to high-quality health care providers and the highest level of benefits – right where you live – to avoid paying more than you need to. We can schedule appointments with providers, and identify possible health screenings or preventive care.

Know your coverage – and costs
Navigating health care can be tricky, which is why no question is a bad one. Your plan advisor is ready to go over your benefit details with you, or connect you to the right person to find the answer you need, so you won’t be caught by surprise.

We’ll help you:

• Look into a recent medical claim to make sure it was paid correctly
• Check to see what your out-of-pocket costs are for services
• See how much you have paid – and how much you have left – of your individual or family deductible
• Understand reward programs available to you
• Discover what services are available to you based on your plan

Let’s talk
Our plan advisors are available weekdays from 7 a.m. to 7 p.m. Central time. During off hours or weekends a representative can assist you with claims or benefits questions, and your plan advisor can follow up during the regular business hours.