

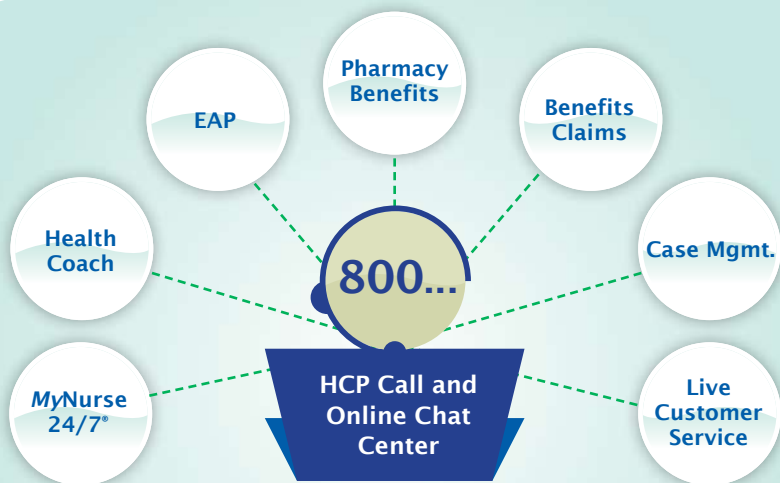


# Health Contact Partners' *MemberCare24/7*<sup>®</sup>

Give your employees and members  
a **single point of contact** to  
access all their benefits.

Are your employees and members confused by all  
the phone numbers needed to access their benefits?

*Give them one place to reach out to –  
Health Contact Partners' MemberCare24/7*



## *MemberCare24/7*

Imagine one around-the-clock, toll-free number your employees and members can call for all of their benefits needs. The result? Health Contact Partners' proactive *MemberCare24/7* removes the burden of endless calls to your HR department, improves the health and goodwill of your employees and members, saves time and facilitates cost savings. Boost the ease and efficiency of accessing benefits to a new level and offer help around the clock through Health Contact Partners' *MemberCare24/7*.

HEALTH CONTACT  
PARTNERS 

Making a difference, one call at a time.

## Here's how it works

One toll-free number to access all of your benefits and services. A single point of contact 24/7 makes it easy. It's what your employees and members need when they need it.

This card is for identification purposes only and is not a guarantee that the coverage is still in force or that the participant is eligible for benefits.

Hospital pre-admission authorization is a requirement of the Plan for active participants only. Please call 1-800-Number1

For questions regarding Claims, Eligibility and Benefits contact:

1-XXX-Number2 or 1-800-Number3

Submit claims to: The Plan, PO Box, City, State Zip

Pharmacy Services: 1-800-Number4

Pharmacy Services Help Desk: 1-800-Number5

For Vision Services, call 1-800-Number6

For Dental Eligibility and Claims, call 1-800-Number7

Behavioral Health: 1-800-Number 8

Employee Assistance Plan: 1-800-Number 9

> Before

This card is for identification purposes only and is not a guarantee that the coverage is still in force or that the participant is eligible for benefits.

Hospital pre-admission authorization is a requirement of the Plan for active participants only. Call number below.

Submit claims to: The Plan, PO Box, City, State Zip

Questions regarding benefits? Call:

1-MemberCare

> After

### Each MemberCare24/7 advisor can:

- Educate on company benefit offerings
- Assist in choosing company-sponsored wellness programs such as weight control, exercise programs and stress management
- Help identify in-network physicians, hospitals, dentists, pharmacies and mental health providers
- Refer physicians and schedule appointments
- Locate assisted-living facilities
- Provide information on adult daycare programs
- Explain Medicare and Medicaid coverages

### MemberCare24/7 advisors will also connect callers to your current benefit programs, such as:

- Medical plan
- Dental plan
- Hospital stay preauthorization
- Pharmacy program
- Mental Health program
- Disease Management program
- Wellness program
- Employee Assistance Provider (EAP)
- Nurseline
- Company HR department

MemberCare24/7 advisors take the worry out of "who-to-call" for your employees and members.

## MemberCare24/7 is proactive

Unlike other service providers, Health Contact Partners doesn't wait for your employees or members to call. Once the program is in place, MemberCare24/7 will issue an initial welcome call.

MemberCare24/7 invites your employees and members to call anytime around the clock if benefits or health-related help is needed. A live person is there to serve you.

**No voice mail. No waiting. Ever.**



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