



# HealthPass Advocacy

## Health insurance & healthcare can be complex & challenging.

HealthPass Advocacy offers individualized & extended support to all our members. This exclusive service helps members navigate their insurance & healthcare benefits.

HealthPass Advocacy is completely confidential & available to all members & their covered dependents **at no additional cost.**

**Note** - Additional member documentation & forms may need to be completed in coordination with the requests.

### Billing & Claims

- Resubmit claims to respective medical carriers for review (up to 4-6 weeks turnaround)
- Claims appeal submission assistance

### Coordination-of-benefits

- Assist with medical records collection/transfer
- Facilitate Medicare coordination-of benefits with insurance carrier

### Enrollment support

- Help to find in-network doctors & schedule appointments
- Answer & explain all benefit-related questions