

# CareChampion 24/7<sup>®</sup> Health Advocacy Service

## Healthcare Simplified

Since CareChampion health advocacy service advisors are available 24 hours a day, every day, members get the assistance they need, when they need it most.



## Small Business Benefits



### Navigate the Healthcare System

- Find a doctor or hospital in-network
- Help secure a second opinion
- Search for a specialist
- Schedule appointments
- Understand health plan benefits
- Help with COBRA and Medicare processes
- Explain healthcare financing, such as Health Reimbursement Arrangements and Health Savings Accounts
- Coordinate benefits with a spouse's plan



### Educate about Healthcare Options

- Identify cost-saving opportunities on prescription drugs
- Encourage use of prevention and wellness programs
- Mental/emotional program guidance



### Support and Advisory Services

- Serve as the member's advocate in a benefit dispute
- Assist with the claims appeal process
- Help filing claims if the provider doesn't do it
- Aid with eldercare issues
- Locate medical facilities, such as labs or MRI locations
- Find home medical equipment
- Provide referrals for government and community resources

**A CareChampion 24/7 health advocacy service advisor is more than an expert, they're also an advocate for members.**

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Plan design availability and/or coverage may vary by state. Self-funded plans are administered by Star Marketing and Administration, Inc., and stop-loss insurance coverage is provided by Trustmark Life Insurance Company.

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