

## Get fast, expert answers to your health care questions

Your customer care advocate is dedicated to your good health

**Your Customer Care Advocate is now your single source for all matters relating to your health care coverage.** From help arranging a provider appointment to managing a chronic condition, your customer care advocate can provide you with fast, efficient service to get the answers you need.



### Why call a Customer Care Advocate?

You can call an advocate to:

- Ask if a procedure is covered by your plan
- Find out where to go for the most cost-effective care
- Get help to stop smoking
- Talk about an upcoming surgery
- Establish a diet and exercise plan to meet your needs

### What else do the Customer Care Advocates do?

To make sure you are getting the service you deserve, an advocate may ask you a few questions about other services that may interest you, remind you to get your preventive care or offer the support you need to take charge of your health. For example, your advocate can help you get up-to-date, easy-to-understand information on any health topic. Your advocate can also help you stay healthy or lower your risk for certain conditions for managing stress, eating right and exercising — at no cost or obligation to you.

### When are the Customer Care Advocates available?

Your advocate is available anytime to answer your questions and help solve your health care-related problems. We encourage you to take advantage of this new service to save time and get the personal attention you deserve for all of your health care-related matters.



### How do I reach my Customer Care Advocate?

To reach a Customer Care Advocate, call **1-844-363-0067**.

Representatives are available from 8 a.m. – 8 p.m. starting Dec. 18, 2017.