



# Frequently Asked Questions

## Pathways Concierge: Your **PERSONAL** **ADVISOR** to Navigating Your Benefits Plan



**Call Pathways Concierge First  
when you need help with:**

- ✓ Identifying the best options for providers & convenient service locations
- ✓ Making or changing an appointment with a care provider
- ✓ Referrals to available health related programs (such as wellness, diabetic monitoring, employee assistance programs, telemedicine & more)
- ✓ Billing questions and support (claim status, balance billing, grievances, appeals, explanation of benefits & more)
- ✓ Precertification support for upcoming medical procedures\*
- ✓ Questions about your medications
- ✓ Understanding your diagnosis & proposed treatment
- ✓ Education, resources and support for you, your family & your care support system
- ✓ Managing self-care needs, including education & skill training

Navigating your benefits plan shouldn't be stressful.

**Call Pathways Concierge** to get assistance with understanding your benefits and provide you with options that will help you get the most out of your health plan.

### **Has your physician recommended surgery or a medical procedure?**

**BEFORE** you schedule any elective inpatient or outpatient medical service, **CALL** your Pathways Concierge. Experienced benefits experts are ready to assist you.

*To receive your bi-monthly issue of the Healthy Living Newsletter, please provide your current email address to your HR department!*

*\*Precertification helps determine if the proposed procedure or treatment is medically necessary and covered by your benefit plan.*



# Members Asked, Pathways Answered!

## What is the Pathways Concierge Program?

Pathways is your “go-to” service when you have questions about your benefits, need help finding a physician, have questions on your medical bills, and more. They are your advocate and will help you navigate your healthcare options effectively.

## What can my Pathways Concierge help me with?

- ✓ Finding participating providers

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- ✓ Assisting with appointments

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- ✓ Understanding your benefits, copays & deductibles

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- ✓ Accessing benefits & related services

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- ✓ Billing questions

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- ✓ Questions about your diagnosis, treatment, or medication

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- ✓ Educational resources

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- ✓ Self-care education & skill training

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- ✓ And more!

## Can I ask questions about my health or diagnosis?

Yes! Your Concierge has access to the resources of our clinical staff and are available to answer questions about your medical condition, care plans, and other related topics.

## Can I get assistance with scheduling appointments?

Of course! Your Pathways Concierge can assist with scheduling appointments and confirm that you are going to the right location for the care you need.

## Can Pathways help me find a provider for an upcoming surgery or procedure?

Absolutely! Your Pathways Concierge can help you access medical services that are provided by quality physicians and surgeons at appropriate prices.

## What does Pathways Concierge cost me?

Not a penny! The Pathways Concierge program is part of your benefit plan, so there’s no additional cost to speak with your Pathways Concierge or care team. Call them as often as you like. They are here to help.

## Is my information kept confidential?

YES! Every precaution is taken to make sure your information is secure. Your data is securely encrypted and your records are never shared with your employer or other entity without your written approval unless required by law.

## When should I call my Pathways Concierge?

Whenever you have a question about your benefits, or know you may have an upcoming medical procedure, **call your Pathways Concierge first**. The earlier you make the call, the more assistance your Pathways Concierge can provide.

## How do I contact my Pathways Concierge?

Call the number on your ID Card or shown below.



“I wasn’t expecting to speak with someone who was so knowledgeable and helpful with my benefits. Today it seems that customer service is nonexistent, but working with my Pathways Concierge was a great experience. When I got off the phone, I told all my coworkers what a great service this is!”

