



CARECOUNSEL. YOUR PERSONAL HEALTHCARE ADVOCATE.

Sometimes healthcare can be confusing. To benefit you, your employer is providing CareCounsel, a healthcare assistance program.

When you call us, you get confidential support, benefits assistance, claims troubleshooting, health plan issues resolution, help locating quality healthcare resources, and healthcare advocacy. CareCounsel is an independent organization and is not part of your health plan. We are here to help you navigate the complexities of your health plan benefits.

HEALTHCARE ASSISTANCE 1-888-227-3334



CARECOUNSEL
EXPERT HELP WHEN YOU NEED IT MOST

HOW CARECOUNSEL CAN HELP.

Your CareCounselor can coach you on how to be a more proactive, informed partner in healthcare decision-making. We'll listen to your concerns, answer questions, guide you to appropriate resources, and intervene on your behalf for issues that confuse or frustrate you.

RESOURCES FOR YOUR HEALTHCARE NEEDS.

Some of the areas where we can help are:

- Choosing a health plan for your family
- Selecting doctors and hospitals
- Troubleshooting claims problems
- Obtaining care or referrals
- Understanding your benefits
- Addressing quality-of-care concerns
- Communicating effectively with doctors
- Getting the most from your healthcare dollars
- Finding resources for a health condition

A NOTE ABOUT OUR SERVICES.

CareCounsel is different from your health plan. We do not provide medical advice or treatment, but serve as advocates to help you get your needs met. And because your employer respects your privacy, they have contracted with CareCounsel to provide you with confidential assistance. When you use us, we will not share identifying information with your employer without your consent, unless required by law.

For more information, go to www.carecounsel.com.



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While CareCounsel makes every effort to ensure the accuracy of information and the appropriateness of any referral, neither CareCounsel nor your employer can guarantee its accuracy or appropriateness. CareCounsel provides guidance on insurance coverage issues; however your health insurance carrier or health plan has the responsibility for making the final benefit and coverage determinations. In this regard, CareCounsel can not be responsible for any actions or inaction of your insurer or health plan. Any information or assistance provided by CareCounsel is not intended to substitute for professional legal, or medical advice, which advice you are encouraged to seek for any legal or medical problems.

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