

Client Advocacy Solutions



Navigating the world of healthcare is growing increasingly difficult today. At AssuredPartners, our Advocacy experts are here to help our clients through it, equipping them with the resources and support they need when it matters the most.

AP's Advocacy Solutions provide clients with access to specialists who understand the intricacies of the healthcare system. Through a hands-on, compassionate approach, our team of experts is skilled in working with providers, insurance carriers and other health-related third parties and is committed to resolving issues so that employees get the right care at the right time.

We offer two levels of advocacy support, allowing clients to choose a solution that best fits their company needs, culture and budget. No matter which solution is chosen, our goal remains the same: *we're here to help.*

Claim Advocacy

Level 1 – Value-Add Solution

Claim Advocacy is included at no additional cost for all clients. This value-added service is provided at the **employer level** and is an additional resource for HR staff and company leaders to tap into for escalated claim support. When their employees are faced with difficult or complex claim issues, clients can connect with our Claim Advocacy team for an additional layer of support to help them navigate the issue and seek a positive outcome on their employee's behalf.

Claim Advocacy service is available via email (dedicated inbox) Monday through Friday (8am—5pm CST).

Member Advocacy Program

Level 2 – Fee-for-Service Solution*

Our Member Advocacy Program is an **employee level** solution that allows employees direct, unlimited access to advocacy specialists for all their healthcare needs. This program provides full-service benefit and claim assistance to employees and their dependents through a single point of contact to help them navigate their benefits and the complexities of the healthcare system.

The Member Advocacy Program offers clients personalized, year-round support with the following:

- Questions on bills received from providers
- Identifying incorrectly processed claims
- Denied claims, appeals & grievances
- Expert claim review & analysis
- Pharmacy & Rx assistance
- Clarifying benefits and explaining how they work
- Prior authorization and pre-certification process
- Navigating member portals
- Out of network claim submissions
- Locating network providers

Advocates are available Monday through Friday from 8am—5pm CST. A dedicated 800-number and email address is provided for all clients enrolled in the program.

**Pricing available upon request. Advocacy Solutions does not include the following: eligibility, enrollments, terminations, contributions (payroll, HSA, FSA, HRA), or retirement or compliance-related services.*



AssuredPartners
EMPLOYEE BENEFITS