



## MEMBER SERVICES & ADVOCACY PROGRAM

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A dedicated team that cares & builds human connections committed to support our members healthcare needs by making them feel seen, heard, and understood.



### Member Services

Our representatives are ready to service our members Monday through Friday from 6:30 am to 5:30 pm and on Saturday from 7:00 am to 3:30 pm.

**Direct Email: [memberservices@unitedag.org](mailto:memberservices@unitedag.org) | Call: 800.223.4590 | Text: 949.594.0788**

### Advocacy Program

Our program includes a dedicated team of Advocates who are experts in navigating, researching and taking down barriers that may arise when navigating the healthcare system. They serve as liaisons between providers, and partnered entities to help our members focus their time and energy on improving their health and well being.

### How Can We Help?

#### **In-Network Providers & Member's Share of Cost:**

Advocates support our members by locating appropriate providers for their condition and review benefits in their plan coverage to help them make an informative decision. Advocates will then assist in scheduling appointments, appointment reminders, verify member's cost share and help with requirements and authorization process as needed.

#### **Bills & Collection Notices:**

Review of bills and Collections Notices to verify accuracy or any discrepancies such as any Billing Errors by Providers – Direct Billing without Insurance – Balance Billing Errors and missing information, etc.

#### **Authorizations:**

Initiation of Authorizations – Research on delayed or denied Authorizations – Internal Reviews as needed.



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### At A Glance

#### Challenges

- Claim Collections, Denied Claims, Missing Information
- Balance Billing, Direct Bills without Insurance, Billing Errors by Providers
- Denied Medical & Pharmacy Authorizations
- Denied Medications or Not Covered

#### Our Approach

- An assigned Advocate focuses on a tailored plan to the members request that results in a suited outcome for the healthcare need of the member.
- We believe that one size does not fit all and everyone deserves a unique approach. A clear, transparent process is created that works towards a resolution in a timely matter.

#### What Do You Need to Know?

Advocates work towards solutions that follow the members plan guidelines to comply with all standard policies and procedures for a most appropriate outcome.

They are compliant with HIPAA, Health Insurance Portability and Accountability Act requirements and understand the importance of confidentiality and privacy of our members personal health information (PHI).

#### Contact Us!

Our Advocates and Representatives are ready to assist you.

**Phone:**  
800.223.4590

**Text Message:**  
949.594.0788

**Advocacy Program Email:**  
memberadvocate@unitedag.org

**Website:** [unitedag.org/memberservices](http://unitedag.org/memberservices)

