

PERSONALIZED SUPPORT FOR YOUR HEALTH JOURNEY

A team that's dedicated to you

With Personal Care Connection, you have a personal customer service advocate to help with claims or benefits questions. Each time you call, you'll have the option to connect with your advocate, who understands your unique situation.

You also have access to a personal nurse to support you on your health care journey. You may receive a call from your personal nurse or you can call the number on the back of your insurance card to connect.

Key Features

Dedicated customer service number customized to your benefits

When you call the customer service number, you can connect with a dedicated customer service advocate from your health plan. You can also get information on your company's other benefits, like dental, vision or employee assistance program benefits.

Someone to do the heavy lifting

Your Personal Care Connection team can help you understand your insurance plan, choose the right care, navigate the system and review your bills. Team members can also help you:

- ◆ Schedule appointments.
- ◆ Submit prior authorization requests and appeals.
- ◆ Connect with appropriate resources.
- ◆ Request needed medical documentation.

After-hours nurse line

If you need immediate health advice after hours, you have access to a 24-hour nurse line. A registered nurse can answer your health questions or help you decide if you need care right away.



Your dedicated nurse can help you and your family:

- ◆ Better understand your diagnosis and treatment plan.
- ◆ Work through and overcome barriers to improve your health.
- ◆ Coordinate communication and care between your providers.
- ◆ Access a multidisciplinary team that includes physicians, pharmacists, social workers, maternity and neonatal intensive care nurses, and behavioral health specialists.

Need help on a health care issue?

Call the number on the back of your insurance card or
email pcc.concierge@nationalalliance.com to get started.

