



Patient Care Quick Reference

What is Patient Care?

- Advocacy service retained to help employees navigate the health care system and become better health care consumers

Who is eligible?

- Employees with health benefits and their covered dependents

What can Patient Care help with?

- Providing cost & quality research for planned medical services
- Resolving claims & billing issues
- Finding In-Network providers
- Verifying coverage
- Educating employees on their health plan choices
- Selecting a plan during Open Enrollment
- Resolving prescription drug issues & help with Mail-Order
- Coordinating benefits with primary & secondary coverage

Why should a member call Patient Care for help?

- Company-paid benefit. Costs nothing to use.
- 100% confidential
- Totally independent and not affiliated with any insurance company
- Patient Care will help with medical, dental, vision, FSA, HRA, & HSA benefits.

What are Patient Care's hours?

- Monday – Friday 4:00 AM to 5:00 PM AST
- Saturday 5:00 AM to 10:00 AM AST

What number should we use to contact them?

- 1-866-253-2273
- 1-414-271-1795 fax

