

# EMPLOYEE ADVOCACY

## INQUIRY, CLAIMS & CLINICAL SUPPORT

Today's healthcare system can be complex and frustrating for employees to navigate. It's not surprising they feel lost trying to understand plan details and care options on their own. They need—and deserve—the personal support of professional advocates who can guide them when they have questions and issues on benefit plans and care options.

Corporate Synergies delivers comprehensive, one-on-one participant advocacy through two best-of-breed service offerings:

- Our standard BenefitsVIP® employee advocacy and support
- Our optional concierge-level NurseVIP<sup>SM</sup> RN clinical support

BenefitsVIP and NurseVIP advocates provide one-on-one support to plan participants. Once contacted with an inquiry or issue, the advocate remains fully involved through the resolution.

The measurement of our advocacy services is the employee's peace of mind. Our advocacy approach is the industry gold standard of employee advocacy and support.



# 88%

of inquiries to  
**BenefitsVIP** are  
resolved within **24**  
hours



# 27

the average years  
of experience of  
**NurseVIP RN** advocates

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## INQUIRY, CLAIMS & CLINICAL SUPPORT

“I wasted a week of time trying to correct a claims problem on my own and BenefitsVIP handled it in a day.”

“Thank you for the absolutely outstanding service that you provided while my husband went through his very extensive health issues....”

*BenefitsVIP users*

### Synergies360<sup>SM</sup>

Corporate Synergies takes a full view of the insurance landscape, studies it from every angle, pursues innovation where none exists, and transforms this deeper understanding into actionable strategies to protect our clients and their participants. We call our approach Synergies360.



For more information visit [corpsyn.com](http://corpsyn.com) or call **877.426.7779**

#### BenefitsVIP Support Service\*

Corporate Synergies provides BenefitsVIP advocacy and support. Our advocates are the first-to-call resource for each line of insurance coverage. Drawing upon an average of 23 years of industry experience, they provide compassionate, accurate resolution.

BenefitsVIP services:

- Resolution of benefit and claims problems
- Response to coverage, service and eligibility questions and dependent verifications
- Location of participating physicians
- Assistance with pre-certification issues for medical procedures and prescriptions
- General support of benefit plan users (ID card replacement, information, etc.)
- Coordination of benefits
- Delivery of ongoing education through coachable moments
- Troubleshoot call types; proactively resolution with carriers, pharmacy benefit managers and others to before issues escalate
- Delivery of quarterly client reports

*\*Standard Advocacy Service*

*\*\*Optional Advocacy Service*

#### NurseVIP Support Services\*\*

NurseVIP registered nurses work personally with employees and their dependents to help them understand a diagnosis and access care.

NurseVIP telephonic services:

- Assist sick and injured participants to receive care and understand test results, prescribed care and medication
- Facilitate transfer of medical records, X-rays and lab results prior to physician appointment
- Coordinate diagnostic tests
- Arrange for clinical trial evaluation
- Foster communication and the coordination of benefits between healthcare providers and insurance companies
- Facilitate test result review for diagnosis confirmation
- Set appointments with providers
- Provide research on treatment options
- Arrange for the delivery of medical supplies and durable equipment
- Coach the participant to address all medical concerns
- Coordinate hospice and other services for terminally ill participants
- Optional advocate appointment accompaniment on provider visits