



Your Personal Guide to Your Benefits Plan

Navigating your benefits plan and all the healthcare options available to you can be stressful and intimidating, but it doesn't have to be. With the MedWatch Pathways Concierge program, you have a single point of contact that can assist you in getting the most out of your health plan.

Your Pathways Concierge can help you with:

- ✓ Identifying the best options for quality providers and convenient service locations
- ✓ Billing questions and support (*claim status, balance billing, grievances, appeals, EOBs and more*)
- ✓ Referrals to available health related programs (*such as Wellness, Diabetic Monitoring, EAP, Telemedicine*)
- ✓ Precertification support for upcoming medical procedures
- ✓ Understanding your diagnosis and proposed treatment
- ✓ Access to clinical staff for questions about your medications
- ✓ Assistance with appointments as necessary
- ✓ Managing self-care needs, including education and skill training
- ✓ Education, resources and support for the patient, their family and their care support system

The Pathways Concierge team of experienced benefits experts and nurse case managers is ready to assist you when you need them, **all at no cost to you**. Let us guide you on your healthcare journey through the confusing aspects of achieving appropriate and quality care.

Contact your Pathways Concierge by phone or
email: **(877) 432-5663, option 2**
PathwaysConcierge@urmedwatch.com

Common Questions from Plan Members

What is the MedWatch Pathways Concierge Program?

The <MedWatch> Pathways Concierge is a “single point of contact” for plan members looking for help related to their benefits plan or accessing healthcare. The Pathways Concierge team understands your benefits and can assist you with many of the confusing aspects of accessing appropriate and quality healthcare services and other available options.

What can my Pathways Concierge help me with?

✓ Answering questions about benefits, coverage, copays & deductibles	✓ Information on claim status, claim and billing issue resolution, grievances and appeals	✓ Assistance with identifying participating providers and facilities	✓ Scheduling of appointments
✓ Education and support for patients, their family and their care support system	✓ Skill training and education for managing self-care procedures	✓ Locate qualified specialists for second opinions (if offered as part of your benefit plan)	✓ Referral to beneficial programs available through your benefit plan

Can I get answers to my clinical questions about my condition?

Yes! Your Concierge has access to the resources of our clinical staff and are available to answer questions about your medical condition, care plans and other medical related issues.

Can I get help with appointments and getting to the right place?

Of course! Your Pathways Concierge can assist with scheduling appointments and providing directions to the correct location of service.

What does Pathways Concierge cost me?

Nothing. The Pathways Concierge program is part of your benefit plan, so there's no additional cost to speak with your Pathways Concierge or care team.

Is my information kept confidential?

ABSOLUTELY! We take every precaution to make sure your information is secure. Your data is encrypted, ensuring your health and personal information are kept private. Your records are never shared with your employer or other entity without your written approval unless required by law.

How do I contact my Pathways Concierge?

It's easy! Simply pick up the phone and call toll free: **(877) 432-5663, select option 2**
Or email us at PathwaysConcierge@urmedwatch.com