



One Call. ***Does it all.***



The same 24/7 Benefits Navigation and Member Advocacy now with more ways to maximize benefits and minimize financial impact



More Benefits Don't Have to Be More Confusing

As an employer you need to offer more and better benefits to compete for the best employees. But that creates a challenge as well. The more benefits you offer, the more confusing it can be for an employee to navigate those benefits. Who should they call, and when? And, what happens when a member needs more assistance, like a dedicated advocate to help them best utilize their benefits and deal with complicated benefits?

With Connect, one call does it all for your employees – with the assistance of a real person, 24/7.

Here's How Connect Works.

Your Employees Call Connect Any Time With:



Benefit Questions and Issues

- Determining claim balance
- Assisting with required healthcare forms
- Flex account questions
- Obtaining medical records for appointments
- Researching provider quality and credentials
- Scheduling provider appointments
- Claim status and appeals
- Understanding medical bills & explanations of benefits (EOBs)
- Pharmacy benefits
- Dental, flex, COBRA, or vision questions
- Employee Assistance Programs (EAP)
- Connecting to Life Management health & wellness team
- Finding in-network, cost-effective providers
- Assisting with elder care issues for children of aging parents
- Helping them get the most out of all their benefits
- Eligibility
- ID cards
- Voluntary benefits
- 401(k)
- HMO & other health plans
- Group life & health
- Pre-certification
- Negotiating out-of-pocket expenses



Connect Texts Your Employees

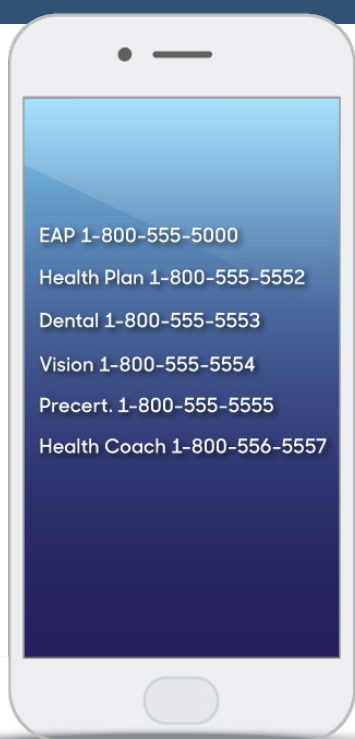
- Reminders about tools to help them (and you) save money by shopping for care
- Personalized reminders about their benefits to help them get the most out of their plan
- Cost-effective Rx tips
- Reminders about scheduling important doctor's appointments and tests
- And much more!

Connect Minimizes Financial Impact

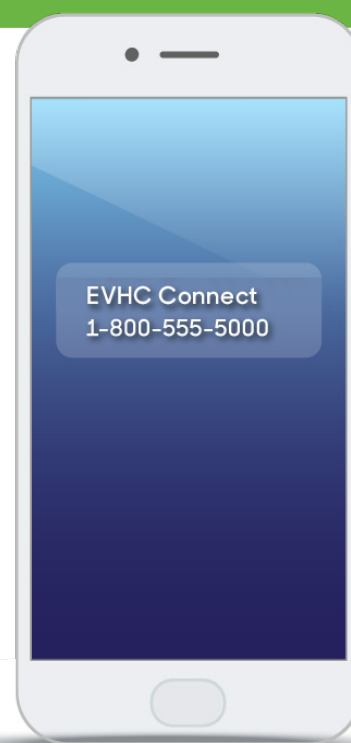
Connect is designed to help minimize the financial impact of your health plan and maximize your return on investment by addressing these major cost drivers:

- Cost-effective Utilization - We can assist members with finding an in-network, lower cost doctor or facility without sacrificing quality.
- Benefit Program Optimization - By connecting with members via text, phone, or email, EVHC can assist them in making full use of their benefits, which limits their out-of-pocket expenses and costly gaps in care.
- Benefit Support and Advocacy - Navigating a complex bill can be complicated and overwhelming. But through Connect, our advocates can help members understand their condition, maintain treatment compliance, and coordinate their care.

Typical contact list for employee benefits:



Contact list for employee benefits with Connect:



Benefits Navigation and Assistance Dedicated, Live Answer, Customer Service

When your members have benefit-related questions, a live person from Connect is available 24/7. No automated phone queues or the need to “press 1” for service. Just a live, caring advocate who is ready to help answer benefits questions, even if the answer requires them to connect the caller to another vendor within the benefit plan. We never tell the member to “hang up and call this number.” We personally transfer them to the vendor and stay on the line until another representative is ready to take the call.

Member Advocacy Guidance for Complex Benefit Issues

At times, members need assistance beyond the normal scope of benefits issues, such as understanding or negotiating a bill or finding a specialist at a fair price. Our member advocates are skilled benefits professionals who can provide one-on-one interactive, in-depth problem solving and assistance for members to help them understand their care and benefits and ease their minds. Our advocates guide members through their plan so that they have full access to their benefits and make the most out of their available resources.



Connect helps employees understand and get the most out of their benefits, which can lead to: fewer calls to your HR department, higher productivity and lower costs.

Your Benefits Program is a Valuable Asset

Make sure that your employees are using their benefits to the fullest, with the guidance and support of a trusted adviser. Connect takes your benefits to a new level, while improving the health and productivity of your members with dedicated benefits assistance and navigation, complex issue management with caring advocates. Even better, Connect provides all this and more day and night, every day.

