



**Renaissance**<sup>®</sup>  
DENTAL • VISION • LIFE • DISABILITY



*Health Advocacy Services*

## Let Our Experience Be Your Guide

**NexGenEAP** includes a comprehensive, time-saving benefit that assists your employees in maximizing their healthcare benefits. Our Health Advocacy Services will work with you to customize a health advocacy program that will drive change for your employees.

Our licensed Benefit Specialists are available to provide benefit information and assistance navigating your health plan.

Benefit Specialists provide healthcare claims and appeals management, healthcare billing assistance, prescription information and costs, as well as provider research.

### Health Advocacy Services Can Assist With Services Such As:

- Claims Assistance
- Benefit Coverage Verification
- ID Cards
- Prescription Drug Coverage
- Appeals
- HSA Questions
- Health Benefit Education
- Provider Research

For employees, the ins and outs and fine print of benefit packages can be overwhelmingly complex. Studies show dissatisfaction lies not in the coverage itself, but rather in an employee's lack of understanding in how to use what is available to them.

This may result in frustration and questions that end up on HR's desk to resolve.

**eni's** Benefit Specialists have the medical experience and expertise to understand the plans and act as both interpreters and advocates, saving everyone valuable time, money and stress.

Benefit Specialists provide excellent direction by navigating through the complexities of medical, dental and vision plans to communicate the basics and help employers and employees maximize their benefits.

## The Value To You:

**Claims Assistance:** Explain out-of-pocket expenses, provide plan and eligibility solutions, and coordinate benefits.

**Benefits Information:** Provide answers to questions about out-of-network providers, explain specific health benefit and coverage information, and more.

**Prescription Costs:** Obtain detailed information on prescriptions, cost-effective purchasing options, FDA recalls and withdrawals, and lower prices and discounts.

**Appeals:** Provide assistance with claims grievance and submitting documentation for the appeal process.

**Provider Research:** Benefit Specialists can research In-network providers that participate with their health plan.

## Health Advocacy Is Designed To:

- Create more efficient utilization of employee benefits.
- Save HR professionals time by answering benefit questions.
- Boost employee productivity by acting as a liaison with billing or authorization issues.

"I was billed twice for a procedure. My Care Guide caught it and saved me and my company a few thousand dollars."

- Program Participant

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