



Healthcare Advocacy Services

ADVOCATES

Schwendeman Agency's Healthcare Advocates help our clients and their employees navigate the healthcare system while saving them both time and money. Our focus is to help members resolve their healthcare and benefits-related issues and to provide information and support to improve their healthcare experience.

Our Healthcare Advocates will provide assistance with:

- > Locating in-network physicians, specialists and facilities beyond use of insurance carrier directory
- > Utilizing cost-estimator tools to help save money on healthcare expenses, including prescriptions
- > Understanding plan benefits and answering benefit eligibility questions
- > Reviewing and explaining medical bills and explanations of benefits (EOBs)
- > Resolving billing errors
- > Appealing denied claims

Employees will be able to contact the Healthcare Advocates during normal business hours

(8:00 a.m. to 5:00 p.m. Monday – Friday) via phone or email.

