

CareChampion 24/7[®]

Healthcare simplified

Since *CareChampion* advisors are available 24-hours a day, everyday, members get the assistance they need, when they need it most.

Navigate the Healthcare System

- Find a doctor or hospital in-network
- Secure a second opinion
- Search for a specialist
- Schedule appointments
- Understand health plan benefits
- Help with COBRA and Medicare processes
- Explain healthcare financing, such as Health Reimbursement Arrangements and Health Savings Accounts
- Coordinate benefits with a spouse's plan

Educate about Healthcare Options

- Identify cost-saving opportunities on prescription drugs
- Understand test results, diagnosis or treatment options
- Provide decision support for health-related questions
- Encourage use of prevention and wellness programs
- Help prepare for doctor visits, including key questions to ask
- Follow up with members after doctor visits
- Mental/emotional program guidance

Support and Advisory Services

- Serve as the member's advocate in a benefit dispute
- Assist with the claims appeal process
- Help filing claims if the provider doesn't do it
- Aid with eldercare issues
- Locate medical facilities, such as labs or MRI locations
- Find home medical equipment
- Provide referrals for government and community resources
- 24/7 access to a registered nurse

Your *CareChampion 24/7* advisor is more than an expert, they're also an advocate for you.
CareChampion 24/7 – it's healthcare, simplified.



Plan availability and/or coverage may vary by state. Insured products are underwritten by Trustmark Life Insurance Company or Trustmark Insurance Company.

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