

PATHWAYS

MEDICAL CONCIERGE SERVICES



Pathways connects you to an advisor who can support you throughout your healthcare journey.

The Concierge team understands your benefits and can assist you with many of the confusing aspects of accessing appropriate and quality healthcare services and alternative options available.

FREQUENTLY ASKED QUESTIONS

What are the types of things my concierge can help me with?

- Addresses benefit questions and coverage such as copays, deductibles, provider balance billing, etc.
- Nurse assistance with healthcare and prescription questions or concerns
- Locates providers and facilities based on costs, quality outcomes and geographic proximity
- Appointment and transportation scheduling assistance
- Education and support to you and your support system
- Review of cost effective treatment options and available alternatives
- Preparation and education for your hospitalization or procedure
- Assistance with managing self-care including education and skill training
- Assistance with claim and billing issue resolution, grievances and appeals



How do I contact my concierge?

Call Monday-Friday 8am-8pm ET at the phone number listed on the back of your member ID card

Can a nurse assist me with clinical questions about my condition?

Yes. A member of our clinical team will be part of your care team. They will be available to answer your questions about your medical condition, care plans and other medical related inquiries.

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

If you need help and ask your concierge team member, they will assist with scheduling appointments and providing directions to the place of service.

What does it cost?

The Pathways Concierge program is part of your benefit plan. There is no cost to you to speak with your concierge or care team.

Is my information confidential?

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

Who is MedWatch and why would they contact me?

MedWatch, a Health Plans, Inc. partner company, has been entrusted to provide medical concierge services to you. MedWatch may contact you regarding this service in an effort to assist you in your healthcare needs.