

# Healthcare Concierge

## Fast, personal assistance to help make the most of your benefits.



Great customer service is an important part of healthcare. At HealthTeam Advantage, we take that idea to the next level with our Healthcare Concierges (HCCs).

As a member, you'll have a personal Healthcare Concierge you can contact for fast answers about your coverage. Your concierge is a HealthTeam Advantage expert who knows you, your plan, and your doctors.

They're available by email at [conciiergehta@htanc.com](mailto:conciiergehta@htanc.com), by phone at 888-965-1965 (TTY: 711), or you can schedule an in-person visit at our Greensboro office.

Your concierge can:

- ◆ Find a primary care provider and set an appointment
- ◆ Explain your plan and benefits
- ◆ Replace lost ID cards
- ◆ Answer questions about pending claims or account status
- ◆ Assist with prescription drug coverage
- ◆ Help with special healthcare needs

Your concierge is there for you right from the start. You'll get a Welcome call, a Happy Birthday call, and sometimes even a call just to check in if we haven't heard from you in a while. Because, as a HealthTeam Advantage member, you're not just a member, you're part of our family.

**“I enjoy being a concierge because of the relationships we get to build with our members; they become our family.”**  
— Ashley, HCC

See what some of our members, your neighbors, have to say:

**Pat, HealthTeam Advantage member**

“HealthTeam Advantage is amazing. If you’re having a problem, they are efficient in handling the problem and are always so kind and more than willing to go the extra mile. I am impressed with their customer service and that you actually speak to a person!”

**Bill, HealthTeam Advantage member**

“The customer service folks are right on point. They’re knowledgeable, accurate, and they give me the information I need. We like the quick service and that they’re located here in Greensboro.”



*“I consider it an honor being a concierge, as our members trust us enough to help them in the most difficult times. Our members are like family.”*

**— Tiffany, HCC**