



“Members always tell me that they love HTA and that they are not used to the type of service that we give. They appreciate that we call them back and can resolve issues in a timely manner.”

— Dana,  
Healthcare  
Concierge



“One of the things we love about HTA is the customer service and that the HCCs answer the phones right on point. They are knowledgeable, accurate, and give us the information we need to move forward. And we love that the claims are filed quickly and paid. There’s been no error in two years!”

— Ellen and Bill, HTA members

For more information about our HCCs and HealthTeam Advantage, call toll-free **877-905-9216** (TTY: 711).



HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.  
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“We are here and we care!”

— Morgan,  
Healthcare Concierge



## Who We Are

**HealthTeam Advantage is a local, reliable, accessible health insurance company that offers benefit-rich PPO and HMO Medicare Advantage plans.**

Our plans feature:

- ◆ \$0 monthly premium options
- ◆ \$0 copays for primary care providers (PCPs)
- ◆ Enhanced Dental Allowance up to \$3,750! Crowns, implants, dentures, and more
- ◆ Vision, hearing, and SilverSneakers® fitness benefits
- ◆ 24-hour nurse advice line—from the comfort of your home
- ◆ Low maximum out-of-pocket cost to members



**Our PPO Plans Rated  
5 out of 5 Stars  
Two Years in a Row!**  
—2022 & 2023—

Source: Medicare.gov

## What Sets Us Apart

Our customer service really makes us stand out. Our member services representatives are called **Healthcare Concierges** (HCCs). *Concierge* is a term we borrowed from the hotel industry; it refers to the personalized service we provide.

**Our Healthcare Concierge team lives and works in our local community. They're available by email, phone, or even for in-person meetings at our Greensboro office. When you call, you'll speak to a real person instead of struggling with a phone tree or waiting on hold.**

Your personal HCC is a healthcare advocate who wants to keep you healthy and happy. Think of the HCC as a dedicated partner who's an expert on your health plan—and on actively planning your health.

**"I have been a member going on 4 years. Really terrific HCC response with accurate information. They bend over backward to answer your questions, no exception."**

— Andrew, HTA member



## How We Can Help

Your personal Healthcare Concierge can help:

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

Your HCC will be there for you right from the start. You'll get a Welcome call, a Happy Birthday call, and sometimes a call just to check-in. **As a HealthTeam Advantage member, you're more than just a member—you're part of our family.**

**"HealthTeam Advantage has many resources for all types of issues. We are trained to problem solve."**

**We understand your problems and we want to help you."**

— Amanda,  
Healthcare  
Concierge

