

Pathways Concierge

Healthcare can be confusing—we're here to help

The Concierge team knows all about your benefits and can help you with anything healthcare related. Our services are part of your benefit plan—so we'll never charge you for our help.

Give us a call with any questions you have about:

- Finding a doctor or hospital
- Your benefit plan
- A bill or a claim
- Your co-pay amounts and when you'll pay them
- The costs you'll pay for a procedure
- Assistance with ancillary benefits
- Your medical condition, prescriptions or care plans—you can speak directly to a nurse



We can also help you with things like:

- Scheduling appointments and transportation
- Teaching you about your health condition
- Preparing for your upcoming surgery
- Finding other care options that will cost you less
- Matching you to a provider based on distance from you, cost, and quality

Don't worry, your information is completely confidential and secure, which means we'll never share it with anyone without your permission first.

Just one more thing to know:

MedWatch is the name of the company that provides these services. They're part of the Health Plans, Inc. (HPI) family of companies, and they may reach out to you to help you with your healthcare needs.



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

