

# We Can Help

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Health insurance doesn't have to be complicated. We can help you with everything from understanding your benefits to finding the right doctor. Our customer service teams are dedicated to providing exceptional service.

## MEMBER SERVICES

Superior service is at the heart of everything we do. Our Member Services team strives to answer your questions or resolve concerns the first time you call. Reach us by phone or secure email, schedule a time for us to call you, or use online chat.

Member Services is available weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## CHAT WITH US

Don't have time for a phone call? Log in to *My Health* and reach out to us securely online with our chat function, which is a great way to answer quick questions about your benefits.

## SELECTHEALTH MEMBER ADVOCATES®

Whether you need help with mental or physical health, Member Advocates<sup>SM</sup> can help you find the right doctor for your needs. They can also assist with the following:

- > Scheduling an appointment, including care for urgent conditions
- > Finding the closest facility or doctor with the nearest available appointment
- > Providing information about a doctor, such as age, training certifications, and languages spoken
- > Helping you understand and maximize your benefits

They are available weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## FIND A DOCTOR

Visit [selecthealth.org/providers](https://selecthealth.org/providers) to search for providers by network, location, specialty, gender, and languages spoken.

## CARE MANAGEMENT

Do you or one of your dependents have a chronic condition or need help recovering from a short-term illness or surgery? If so, give our care management team a call at **800-442-5305**. Our care managers are specially trained nurses who can help you find the right care and assist with your insurance benefits and claims. They specialize in helping with asthma, cancer, COPD, joint replacement recovery, diabetes, heart disease, hemophilia, hepatitis c, high-risk pregnancies, HIV, and other surgery recoveries.

### NEED MORE INFORMATION?



WEB

[selecthealth.org/provider](https://selecthealth.org/provider)



PHONE

**Member Services 800-538-5038**

**Member Advocates 800-515-2220**