



# MEMBER ADVOCACY & SUPPORT

**Crumdale Advocates** helps employees get the most out of their benefits. We offer ongoing benefits navigation and HR support to improve utilization, member experiences, group savings, and health outcomes. We deliver an industry leading level of customer service by following the golden rule of customer service - we treat your employees like we want to be treated.



**CONCIERGE  
BENEFITS  
SERVICES**



**CARE  
NAVIGATION  
& COST ESTIMATION**



**ON-CALL HR  
GUIDANCE &  
SUPPORT**



**PROPIETARY  
DATA  
ANALYTICS**



**HIPAA  
COMPLIANT  
PLATFORM**

## YOUR CRUMDALE ADVOCATE WILL HELP YOUR EMPLOYEES

- Understand benefits coverage
- Find in-network, high-quality doctors, hospitals, and other providers for initial visits and second opinions
- Coordinate acceptance with providers prior to appointments
- Answer prescription drug coverage questions
- Provide guidance through the prior authorization and appeals process
- Understand medical bills and facilitate scheduling or payments
- Answer eligibility and benefit questions and resolve corresponding issues
- Resolve billing issues and errors with providers and health plans
- Coordinate the transfer of medical records, X-rays, and lab results
- Coordinate benefits between doctors and insurance companies
- Save time by providing one place to contact for benefit questions for medical and prescription drugs
- Support for denied medical and pharmacy claims
- Identify ways to make healthcare more affordable (payment plans, prescription manufacturer coupons)

## MEETING MEMBERS WHERE THEY ARE

You can reach us via phone, text, or email. A representative will get back to you within 4 business hours.



**CALL**  
(855) 255-7060



**TEXT**  
(855) 255-7060



**EMAIL**  
advocates@crumdalepartners.com