

# Your NEW Customer Experience Team Fast, Efficient and always personal.

As part of our ongoing commitment to enhance our responsiveness to members' needs and questions, Care N' Care has created a Customer Experience Team that launched September 1. This new team concept builds upon the commitment and personal service of the existing Healthcare Concierge program while enriching it in many ways.

Among the most important change is that someone from Care N' Care will always be available to take your call. Rest assured, when your call is answered, you will have a team member that is local, knowledgeable about Medicare, understands how your Care N' Care plan works and is dedicated to answering all of your questions.

The creation of the Customer Experience Team is also designed to make it easier for providers to receive information from Care N' Care regarding status on claims or requesting eligibility of a member before a procedure or office visit is scheduled.

Care N' Care is now able to maximize knowledge and competencies in ways that make everyone's experience and interactions with the health plan better than ever.

Getting you fast, efficient answers when you need help is our first priority.

**Same phone number, 1-877-374-7993 (TTY 711)  
New email address, [yourteam@cnhealthplan.com](mailto:yourteam@cnhealthplan.com).**

**Care N' Care – Not just caring for you, caring *about* you!**

