



Healthcare Concierge: Included Benefit

Personal assistance from a local Care N' Care Concierge.

At Care N' Care, your Healthcare Concierge is your single point of contact and trusted partner committed to working with you throughout your entire healthcare experience.

When you enroll in a Care N' Care PPO or HMO plan, you will have a personal Healthcare Concierge who is local and works closely with you each time you need assistance. As a member of Care N' Care, you are more than just a member – you are a part of our family.

Your Care N' Care Healthcare Concierge can help:



EXPLAIN HEALTH BENEFITS. Your Healthcare Concierge will take the guesswork out of understanding your health plan coverage. Give them a call or send an email and they can answer questions you may have about your health plan benefits, services, pending claims, or account status.



FIND A HEALTHCARE PROVIDER. Your Healthcare Concierge is available to help you access the healthcare you need. Your Healthcare Concierge can assist with locating providers within the Care N' Care network as well as assist you with scheduling an appointment.



VERIFY HEALTH PLAN COVERAGE AND ASSIST WITH CLAIMS AND BILLING PROCESS. Navigating the healthcare system can sometimes be confusing. Your Healthcare Concierge can confirm your health plan coverage, verify status and assist you with the claims and billing process.

Your Healthcare Concierge's first priority is to make sure you are provided with excellent member service. Members will be able to contact their Personal Healthcare Concierge by phone, email, or by appointment in Fort Worth at the Care N' Care office.

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