

MEMBER ADVOCACY SERVICES for Members of the ADWDWA

Are You.

- *Confused about your health care coverage?*
- *Burdened by complicated filing requirements?*
- *Frustrated by delayed and incorrectly processed claims?*
- *Looking for professional assistance?*

Contact YOUR ADVOCATE

What is the Member Advocacy Service?

The *Member Advocacy Service*, which is available to all **ADWDWA Members at no cost**, is a unique program designed to help guide Members through the increasingly complex and time-consuming health care system. You will have access to an experienced Medical Advocacy Representative who will work with you towards the resolution of problems that you may be experiencing with your health insurance company.

Our **Member Advocacy Services** staff has the health care system and claims processing experience, knowledge of medical jargon and communications skills needed to navigate through today's complex and ever changing health care environment.

A Medical Advocacy representative will work with you towards resolving problems such as:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Plan Provisions | <input checked="" type="checkbox"/> Denial of Payment |
| <input checked="" type="checkbox"/> Level of Reimbursement | <input checked="" type="checkbox"/> Status of Claims |
| <input checked="" type="checkbox"/> Participating Provider/
In-Network Problems | <input checked="" type="checkbox"/> Filing Appeals |

How do I Use the Member Advocacy Service?

When you have a problem with your health insurance company and feel that this problem has not been resolved to your satisfaction, simply complete the reverse this form. Please provide all documentation and correspondence that you may have received from your medical insurance carrier.

PLEASE NOTE

The ADWDWA does not guarantee that the Medical Advocacy Service will resolve your problem to your satisfaction. Your health insurance contract and administrative practices and the internal procedures of your health insurance company will determine the outcome of your inquiry. And, since this program is not a legal services plan, no legal representation can be provided.