

Claims Advocacy Services



Navigating the healthcare system is complex enough for expert benefits professionals – never mind the confusion that average employees face when trying to resolve claims or billing issues. Research shows that just 14% of Americans can correctly define common health insurance terms like deductible, coinsurance, and out-of-pocket maximum. That lack of knowledge makes disputing claims complicated and scary for many employees. That's why West Corporation partners with Businessolver® to provide support to Benefitsolver® users and families.

West Corporation's easy-to-access services within Benefitsolver provide:

- ▶ **Claims negotiation** to speak with doctors, hospitals, and insurance companies when service or coverage is denied.
- ▶ **Claims appeals** assistance to resolve billing disputes related to medical, dental, lab, or prescription coverage.
- ▶ **Provider research** to find the quality in-network providers/specialists at the right price, in a convenient location.
- ▶ **Benefits termination/transfer/continuation assistance** following job loss, retirement, or death of a spouse/dependent.

