



## Claims Advocacy

Our research has found that 86 percent of employees find buying insurance confusing. And that's just purchasing the insurance... now imagine trying to navigate the insurance process when dealing with a claim. Our claims advocacy partner, Zest Health, can help! Zest combines your array of benefits with technology, data science, and 24/7 concierge support. Their benefits solution provides the insights to create meaningful, personalized interactions with your employees. Engaging members when they need it most.

- A HIPAA compliant member portal delivers a user-centered experience centered on chat and communication.
- Fast, simple, digital interactions offer personalized recommendations for members, empowering them to take control of their healthcare decisions.
- Receive data-driven insights into your employee's healthcare needs.
- On demand concierge which is a team of nurses and benefits experts who are available 24/7, offering members guidance on their benefits and medical needs.
- Features include help with getting bills settled, a dedicated concierge to take the headache out of healthcare and a scheduling tool to find and see a doctor.