

Policy Holder Assistance 'Cheat Sheet'

Help setting up treatment for simple labs, x-rays, MRIs, etc

Assist Health Group **888-996-0650**

Lab test
Imaging
Colonoscopies
Endoscopies

Have your client contact them directly and set up the treatment. Your client will pay Assist Health directly and get a receipt to take to the provider for the treatment.

Help setting up Surgeries and more extensive treatment

Health Care Pals & Coral **888-748-3040**

Surgeries
Cancer treatment www.thecoralplatform.com/newera
Biopsies

Have your client contact Health Care Pals directly and they will either help set up treatment or they will pass your client to Coral who will follow up with them.

***In an emergency where treatment is needed within 24-48 hours, you or your client can contact Coral directly using the link provided and Coral will begin working on setting up the treatment immediately.

Help with Claims and Over Charges after treatment

James Kosmatka **James@PlatinumOneLLC.com**

If the Claims total \$2,500 or less, send a request to James for help and include the following:

Primary Policyholder's name and ID#
Plan name and Unit level (1, 2 or 3)
Name of dependent treated

Point Health

If the Claims total over \$2,500 contact Point Health using the link provided

www.pointhealth.com/member-support