



Enhanced Aetna Concierge

Making sense of health care

Navigating healthcare coverage can be time consuming and difficult, sometimes requiring multiple calls to different departments to get an answer. If you're enrolled in an Aetna-administered portion of the BP Medical Plan, help is just a phone call away.

With the Enhanced Aetna Concierge service, you get a team of personal health care assistants to help simplify access to your benefits — from finding doctors to scheduling appointments to comparing costs of prescriptions and procedures, and more.

'We're here to make things easier,' said Michelle Montgomery, director of service operations and one of the team that created the Enhanced Aetna Concierge service.

'We can set up appointments and help people understand their insurance coverage because, face it, insurance is hard. We can show people with chronic conditions how to use the bp resources to live a healthier life. We don't want our members to be frustrated and worried and not knowing where to turn.'



What you need to know about Aetna Enhanced Concierge

- **It's free and confidential** to any employee enrolled in a bp medical plan option through Aetna.
- **It's personalized.** You have the same Aetna advocate who will be with you until your issue is resolved and you get the answers you need.
- **It takes a village.** A team of professionals, including member advocates, nurses, pharmacists and dietitians, work together in the same location to quickly address your health and well-being needs.
- **It's proactive.** Aetna advocates will reach out to you if they see there's a need or opportunity, rather than waiting until you call.
- **It's available when you need it.** Aetna Enhanced Concierge advocates are available **8 am to 8pm, Monday through Friday Central time at 1 866 436 2606**, or via chat through your Aetna account on the Aetna.com website, account on the Aetna.com website.
- **BCBS-IL participants** can receive similar services through Benefits Value Advisor (BVA). Call 1 800 806 7612, Monday through Friday, 8am–6pm Central time.

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Proactive outreach

Best of all, the same Enhanced Aetna Concierge advocate will follow you from your first call until you get the help you need – no having to explain your issues to a new person every time you call. An advocate will also call members when the system triggers a health, life or benefits change.

'When Aetna's calling, answer the phone or call back,' Michelle remarked. 'We're not trying to nag or be big brother. Whether it's a financial issue or a health issue we're calling to help'

Throughout the pandemic, advocates have been advising people about COVID symptoms and where to get tested and vaccinated. When members are faced with a choice between paying for prescriptions or paying their electricity or phone bills, advocates help them find a solution.

Real life success stories

Aetna Enhanced Concierge advocates work with members every day to resolve denial of claims, locate a new physician, evaluate treatment estimates or provide detailed explanations of experimental procedures and costs. Advocates are there to clear out any roadblocks, barriers or bumps.

'Our message is always let us take on the worries so they can continue to get well, live their lives and support the ones they love,' Michelle said.

→ Success story 1

Negotiating unapproved charges

One member who had surgery received a bill from an assistant surgeon for \$12,000. Since the assistant surgeon was not on the pre-approval list, the claim was denied, and the member was faced with paying the claim out of pocket. After a call from his Aetna advocate the surgeon agreed to write off the charge.

→ Success story 2

Expediting cancer treatment claims

Another member receiving cancer treatment was told by the hospital that he wouldn't receive further treatments until he paid outstanding claims ranging from \$44,000 to \$67,000 each. His Aetna advocate intervened, speaking with the Aetna claims supervisor to speed up claims processing and arranging with the hospital billing department to reach out if there were any problems in the future. The advocate and Aetna's clinical teams continue to follow the member's progress to make sure claims are paid promptly and there's no fear of missing a treatment.

→ Success story 3

Helping a member cope with a husband's diagnosis

When a member was diagnosed with throat cancer his wife called Aetna Enhanced Concierge in great stress. Her Aetna advocate calmed her fears, helping her find the right place for her husband's care and setting up appointments.

→ Success story 4

Advocating for a breast cancer survivor

A breast cancer survivor was concerned that the cancer had come back, but her request for a bilateral MRI, a procedure used to detect breast cancer in high-risk patients, was denied. Her advocate worked with the woman and her provider to appeal the denial and submit a new request. After months of monitoring the precertification progress daily and staying in close contact with the member the request was finally approved and her appointment was scheduled.

A partner for life

'The feedback we get ranges from 'I wish I would have called sooner, to 'this is really life changing; it's like I'm talking to a family member,' Michelle said.

'We want to our members to feel comfortable enough to talk with us without fear. Whether it's a claims issue or coping with a chronic condition, an addiction problem or mental health there's no judgment. We're here to help. It's not a matter of walking in their shoes. It's walking hand in hand.'



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