

HYLANT MEMBER ADVOCACY

EMPLOYEE BENEFITS

Hylant has a team of client service professionals available to assist employees and their families with their healthcare benefits.

Provide benefit plan education

- How does my insurance work
- Differences in the benefit options available

Provide understanding on cost sharing requirements

- Deductibles
- Coinsurance/Copayment
- In-Network vs Out-of-Network

Provide guidance on covered procedures

- Verify coverage of services
- Explain pre-authorization requirements
- Advise on covered service maximums

Liaison between employee, providers, and insurance carrier

- Identify billing/coding discrepancies
- Work with providers and insurance carriers to resolve escalated billing issues
- Assist with claims appeals and grievances
- Assist with out-of-network claims reimbursement

Assist with carrier on-line navigation

- Member Registration
- Provider/Facility search
- Prescription and medical cost comparisons

Assist with life and disability benefits

- Provide explanation of how benefits work
- Provide necessary forms for filing a claim
- Submit claims to the carrier and follow up on progress

Other Services

- Order ID cards
- Order carrier materials



Hylant Client Service Professionals

are available from 8:00 a.m. to 4:30 p.m. EST Monday through Friday at (833) 690-7730 or benefithelpNE@hylant.com.

All communications are kept private and confidential.