

# WHEN HEALTH CARE NEEDS ARISE, YOU WANT



In 2012, Alyeska Benefit Plan Participants will have a **DEDICATED Team of Advocates at Patient Care** – designed to help you make more informed decisions!

**What does that mean for you and your family?**

Your dedicated Advocates will:

- Explain and educate on how to best use your benefits
- Resolve claims and billing issues
- Help you find a primary care doctor or specialist
- Work with Premera Blue Cross Blue Shield to find specialists/facilities for upcoming procedures/tests
- Clarify the total and out-of-pocket costs for services
- Connect you with your **Nurse Navigator** for clinical support

**How do you reach your new dedicated team of Advocates?**

**YOU HAVE A NEW NUMBER!**

**877-548-7714**

Monday – Friday 4am – 5pm AST

Saturday 5am – 10am AST



*REMEMBER! Patient Care is completely confidential and there is no cost to you to use this service. You and each of your covered dependents are automatically enrolled by participating in health care benefits.*