

1 in 3 people will receive a life-changing medical diagnosis¹. Will you know what to do next?

We do. PinnacleCare is here to help.

When you are faced with a serious health challenge, knowing where to go, how to get appointments quickly, and understanding all treatment options can save you time and help you avoid unnecessary or inappropriate procedures. PinnacleCare offers high-touch advisory support and provider access to specialists that leads to better health outcomes.

Our care advisors will:

- Help you better understand your diagnosis and treatment options
- Collect, organize, and review your medical records
- Identify top medical experts for second opinions
- Facilitate and schedule your appointment quickly
- Coordinate transfer of medical records for review prior to your scheduled appointment
- Follow-up with you to ensure you are on the right path
- Help you find a new routine doctor or specialist for your condition



If you're concerned about a serious diagnosis or you receive a recommendation for surgery, Contact PinnacleCare:

Phone: **888-442-7380**; Online: www.PinnacleCare.com/support

Representatives are available Monday through Friday, 8:00 a.m.–6:00 p.m. (ET)

Bill resolve:

Through PinnacleCare, you also have access to a solution that provides members with expert review and negotiation of health care bills and claims over \$800. Our experienced advocates and negotiators will work on behalf of the member to reduce healthcare costs.

Member benefits

- **Billing & claim advocacy** – our team will review and manage complicated bills, as well as provide resolution assistance with 3rd parties
- **Negotiation services** - leveraging 20 years of proprietary medical billing data from every state, our negotiators will focus on reducing medical costs before or after treatments and work to create an extended payment plan, if needed.

Success story: Member savings through bill negotiation

Situation

Member utilized an out-of-network physician for spinal reconstruction surgery. Physician billed \$18,300 and insurance denied charges with no reimbursement.

Services Provided

Member visited the Bill Resolve portal and entered the bill along with procedure notes and explanation of benefits (EOB). Negotiators reviewed medical bill discovering erroneous procedure coding and established a reduced market-based reimbursement for procedure.

Outcome

After negotiation, Bill Resolve settled member's bill for \$8,000, saving \$10,500 or 57% for the member.



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¹ Jacqueline Renfrow. Misdiagnosis results in serious injury or death study. Jul 11, 2019.

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