

What is the Pathways Concierge Program?

Pathways Concierge is your go-to resource for all things related to your benefit plan including finding a doctor, getting help with a bill, or simply understanding your available benefits. And even better- there is no cost to use this valuable service!

What can Pathways Concierge help me with?

- ✓ Finding participating providers and convenient service locations
- ✓ Scheduling or changing appointments
- ✓ Understanding benefits, copays, and deductibles
- ✓ Billing questions and support (claims, balance billing, grievances, appeals, explanation of benefits, and more)
- ✓ Precertification support for upcoming medical procedures*

Calling Pathways?

When?



When you have questions about your benefits



Before you schedule any elective inpatient or outpatient service or procedure



Precertification support for upcoming medical procedures*

How do I contact my Pathways Concierge?

Call the number on your ID Card or shown above.

Monday – Friday (excluding major holidays) | 8 a.m. – 8 p.m. Eastern

To receive your bi-monthly issue of the Healthy Living Newsletter, please provide your current email address to your HR department!

*Precertification helps determine if the proposed procedure or treatment is medically necessary and covered by your benefit plan.



Connect with Our Team Today!

(888) 713-8808

PathwaysConcierge@urmedwatch.com

"I wasn't expecting to speak with someone who was so knowledgeable and helpful with my benefits. Today it seems that customer service is nonexistent, but working with my Pathways Concierge was a great experience. When I got off the phone, I told all my coworkers what a great service this is!"

Why?

- Pathways will help you get the most from your benefits
- To help you receive the highest quality care while keeping your out-of-pocket costs to a minimum