

Health Care Support Program

Available to full-time employees who work 30+ hours per week (20+ hours in Hawaii), on average, and their family

This complimentary health care support program is available to you and your family through your Insperity benefits. You can call a Health Care Support Guidance Consultant 24 hours a day, seven days a week, for concierge-level assistance with a wide range of health care concerns, including:

- Questions about treatments, tests, and medications
- Clinical treatment and decision support
- Care coordination
- Provider search
- Appointment scheduling
- Pre-authorizations with your medical insurance carrier
- Estimate costs for covered and non-covered treatment options
- Referrals to community resources and applicable support groups
- Education about the appropriate providers for specific health issues
- Claims advocacy to resolve insurance and billing issues
- Negotiation of discounts for out-of-pocket medical expenses
- Eldercare services, including location of in-home care, assisted living or long-term care
- Support for parents of children with special needs, including autism spectrum disorder
- Assistance with application for Medicaid or Medicare Parts A, B, D and Supplemental Plans

You do not need to be enrolled in Insperity Group Health Plan coverage to access these services. Health care support is available for any health care question or claim regardless of your insurance coverage or carrier.

For 24/7 assistance with health care concerns, call a Health Care Support Guidance Consultant at 800.336.2150 and identify Insperity as the employer. For questions about health insurance or claims, please have your insurance ID card available so that your consultant can provide you with information specific to your coverage.

Please note that health care support services are not health insurance or medical services, and this program does not provide either for health care services or for the reimbursement of financial losses relating to health care services. Full terms, conditions and exclusions are contained in the Health Care Support Program Service Agreement with New York Life Group Benefit Solutions.

