



# Alight Navigation FAQS

## Overview

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**What is Health Pro Connection?** Health Pro Connection is a central location where you can access a variety of services for your healthcare needs. For example, you can access your insurance information or get answers to your benefits questions, use SmartSelect MD to find providers, keep tabs on your Health Pro requests initiate messaging with a Health Pro. You can choose from self-service options, or get more personalized live assistance, depending on what you prefer.

**What is a Health Pro?** A Health Pro is your personal healthcare advisor and is part of your benefit package available to you at no cost. They can help you and your family become better healthcare consumers by finding the best possible care while making sure you're not overpaying. Your Health Pro provides personalized information and one-on-one support to help you manage your healthcare questions and tasks, such as better understanding your benefits, assisting you with handling medical bills, scheduling appointments, and transferring medical records. Your Health Pro can also connect you with a Medical Ally for clinical support.

**Who delivers this service?** Health Pros are passion-driven, excellent problem solvers and strong communicators. Health Pros go through a very rigorous 4-6 months training program developed to build healthcare expertise and must pass internal assessments with a score over 90% before supporting members. Your Health Pro does not provide medical advice or replace your doctor – they are a trusted resource to help you navigate through your healthcare journey.

**What is a Medical Ally?** A Medical Ally is part of your benefit package and available to you and your eligible dependents at no cost. Your Medical Ally helps you make more informed medical decisions and get better care. They provide personalized information and one-on-one clinical support to help you



understand any medical diagnosis and learn about all available treatment options; understand the risks and benefits of surgery; get a second opinion; manage the day-to-day stress of a condition; and help you ask your doctor the right questions.

**How does the Health Pro Messaging Center work?** Once you have logged in to your Health Pro Connection and accessed the messaging center, you can live message with a Health Pro during business hours and view the status of any previous requests. After hours, you can initiate and request or schedule an appointment with your Health Pro.

**Are you affiliated with a medical insurance company?** No, we are an independent company and not affiliated with any insurance company.

## Eligibility and cost

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**Who is eligible for this service?** A Health Pro is available to employees enrolled in a medical plan through Dealer Tire Family of Companies .

**Do I have to pay for access to a Health Pro?** No, Dealer Tire Family of Companies covers the cost of the service.

## Programs and Services

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**What types of doctors or medical conditions can you help with?** We can help you find the provider that is right for you across any specialty or diagnosis select “Find a doctor” once you have logged in and accessed your Health Pro Connection. From there, you can search using the SmartSelect MD provider finder tool. When using SmartSelect MD, the search results give you recommendations for providers that are in your network, board certified in their specialty and have clear medical board records. They will also contain information about their bedside manner and other patient reviews to help you find the provider that is best for you. Then, you can message your Health Pro for help scheduling your appointments and transferring any medical records. Your Health Pro can also connect you to a Medical Ally that can help with any medical or behavioral health diagnosis, general health and wellness topics, and disease prevention guidance. Cancer, diabetes, heart disease, back pain, arthritis and depression are



just a few examples of conditions we can help you navigate.

**Will you recommend specific treatment options?** No, we will not recommend any particular treatments. Rather, you will receive published information from trusted sources and customized questions to ask your doctor to enable you to make more informed medical decisions.

**How do I know the costs before I receive care?** The cost of care can be driven by several factors such as network status, facility and insurance contract negotiations. Before you receive care, you can connect with your Health Pro to confirm the cost of your service so that you know what to expect and don't overpay for service. Your Health Pro can also connect you to a Medical Ally to support you in seeking a second opinion. Your Medical Ally can identify the most qualified doctors and hospitals in your area and insurance network, verifying a doctor's skills and experience treating your specific condition and check the credentials of your current doctor. A Medical Ally can also arrange for virtual second opinion consultations with top specialists across the country.

**How can I receive support if I need surgery?** Your Health Pro will connect you to a Medical Ally that can help you better understand your diagnosis, treatment options, how to prepare for surgery and what to expect during recovery and beyond.

If your doctor has recommended elective lower back surgery, hip replacement, knee replacement, hysterectomy or weight loss surgery, a Medical Ally can help you decide whether the recommended surgery is your best option. To encourage you to be well-informed about these elective procedures, you may even be eligible for a \$400 prepaid card for participating in this program.

Emergency procedures do not qualify for the incentive, and other restrictions may apply. You must start the program at least 30 days before a planned surgery, work with a Medical Ally and complete a short survey at the end to qualify for the prepaid card. You will receive your prepaid card in the mail two to four weeks after they have completed the survey. The prepaid card may be taxable for federal, state, and local purposes. You are responsible for any taxes owed as a result of receipt of the prepaid card and should consult an attorney or tax advisor regarding your specific situation.

**What if I've already received care? Can my Health Pro help with my bills?** Yes, your Health Pro can help you with reviewing your bills any step along the way! To get started, you will simply send a copy of your bills or EOBs to your Health Pro to review. If there are any billing issues along the way (such as the bill needs to be re-coded, re-processed, or appealed; or you need a refund), your Health Pro will resolve those issues for you.

## Accessing a Health Pro

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**What happens when I connect with my Health Pro?** A representative will greet you and may request your name, employer, DOB, and last 4 of SSN to confirm your identity and locate you in the system. Once the message or call has been secured, your Health Pro will gather details around your need. Many cases can be handled on the first exchange, but if your service requires additional research, they will triage your request and let you know when you can expect to receive an update. Your Health Pro interaction is 100% confidential and your Health Pro will never share your personal information.

**What is the expected turnaround time?** Excluding bill reviews, all services are completed within 1-2 business days. Since bill reviews require additional coordination with your insurance carrier and provider the turnaround time is longer, but your Health Pro will keep you updated throughout the process.

**Can I reach out more than once?** Absolutely. You are encouraged to contact your Health Pro as many times as you would like for additional support, or if your situation changes and you need new information.

**When is a Health Pro available?** Health Pros are available through the Messaging Center and by phone Monday through Friday, 8 a.m. to 8 p.m. CT. After hours, you can start a request through the Health Pro Messaging Center, or you can leave a voicemail if calling and your message will be returned the next business day. Your Health Pro is unable to provide assistance for medical emergencies – in those cases, it is important to seek care right away. However, they are happy to schedule any follow-up appointments and review your bills following the care received.