

Alma

Employee Advocate Team

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Reach Out to the Advocate Team for:

- New hire benefits support for you and your family
- Assistance and guidance on the financial impacts of
 - Benefit election options
 - Claims processing and in vs. out of network care
- Assistance with issue resolution across carriers and providers
- Support for transition of care, authorizations, appeals, & denials
- Answering common questions such as:
 - Is a particular service covered on my plan?
 - How do I access my insurance coverage information?
 - I received a high bill, is this correct?
 - I disagree with a carrier decision, what are my options?
 - How do I process a qualifying life event?

