



**TRS-ActiveCare**

# 24/7 CUSTOMER SUPPORT

In TRS-ActiveCare, participants enjoy 24/7 customer service from Personal Health Guides (PHGs). These advocates can help them do do everything from scheduling their appointments to helping decipher bills. Many other plans have a built-in benefit called a concierge service. PHGs can do all they can, and more, and come with none of the requirements!

	PHGs	Concierges
Schedule appointments	X	X
Help find in-network doctors	X	X
Review PCP and facility selections for quality outcomes	X	
Require approvals for all medical procedures		X
Restrict medical procedures to only certain facilities		X
Answers billing questions	X	X
Educates on plan benefits	X	X
Available 24/7 via phone	X	
Available 24/7 via chat	X	
Text messaging outreach	X	
Proactive outreach for diagnostic imaging	X	
Proactive outreach to support chronic conditions/high risk	X	
Assists in facilitating prior authorizations and referrals	X	
Provides support and guidance through enrollment of plan programs	X	
Integrated Behavioral Health support	X	
Share Clinical Educational modules to enhance understanding of personal medical conditions	X	
Explore cost estimates & ways to earn member rewards	X	
Real-time connection to clinical team for optional ongoing support	X	
Connect with 24/7 NurseLine to discuss health related questions to help guide in their medical decision-making process	X	
Quality care guided by medical policy and clinical review	X	
Dedicated to TRS and locally based	X	