

Frequently Asked Questions

Overview

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.

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.

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.

Do I have to pay for access to a Health Pro? No, your company covers the cost of the service.

Programs and Services

Can you help me find any type of doctor? Yes, whether you are looking for a primary care physician or specialist, 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.

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 reach out to 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 will provide you with high-quality facilities and their associated costs to help you make an informed decision on where to receive care. In addition, most doctors practice at or refer to several different facilities. If you don’t want to switch providers, your Health Pro will provide you with all facility options for your specific doctor and the costs for your specific service.

Can my Health Pro help with prescriptions? Yes, your Health Pro can help you compare prices for prescriptions. Connect with your Health Pro through the Health Pro Connection and provide them with a list of your prescriptions and they will review the medications for lower costing generics or clinical alternative options. Your Health Pro will also determine if there are any manufacturer’s coupons or if you have a 90-day mail order option to save on your current prescriptions. Finally, your Health Pro can contact your doctor’s office on your behalf to discuss the options to see if any of the lower cost medications are appropriate for you.

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. They always keep you updated while reviewing your bills, so you know what steps are being taken and what the time frame is for the review process moving forward. No bill is too big or too small for your Health Pro to review, so send them over to get started!

Accessing a Health Pro

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 or call 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.