



Alight Solutions Professional Health Services

Healthcare Consumer Tools and
Support for You and Your Family

Medical Care Can Be Frustrating

“I had no idea this procedure would be so **expensive**.”

“Why are my bills so **hard to understand**? I thought insurance paid for more.”



“My doctor’s office is **rude to me** and nobody will call me back.”

A Simple Direction for Healthcare

Alight Health Pros

experts in **Resolving Problem Medical Bills**

experts in **Finding Physician Specialists**

experts in **Avoiding Overcharges**



What can Alight do for You?

Prepare



Understand Insurance Benefits



Create Health Summary

Choose



Compare Costs



Select Doctors



Explain Care Options

Treat



Schedule Appointments



Assist with Communications



Obtain Medical Records

Pay



Review of Bills and Charges

Straight Answers, Smart Advice



Understand
Insurance
Benefits

Medical insurance and billing assistance. Get **unbiased** advice and **expert** guidance.

- Understanding coverage
- Reviewing Bills
- Resolving disputes
- Assistance with Dental and Vision too

Physician Background Screening



Find a primary care doctor or specialist who is right for you.

- Available Appointments
- Board Certification Screening
- State Licensing/Litigation Screening
- Quality

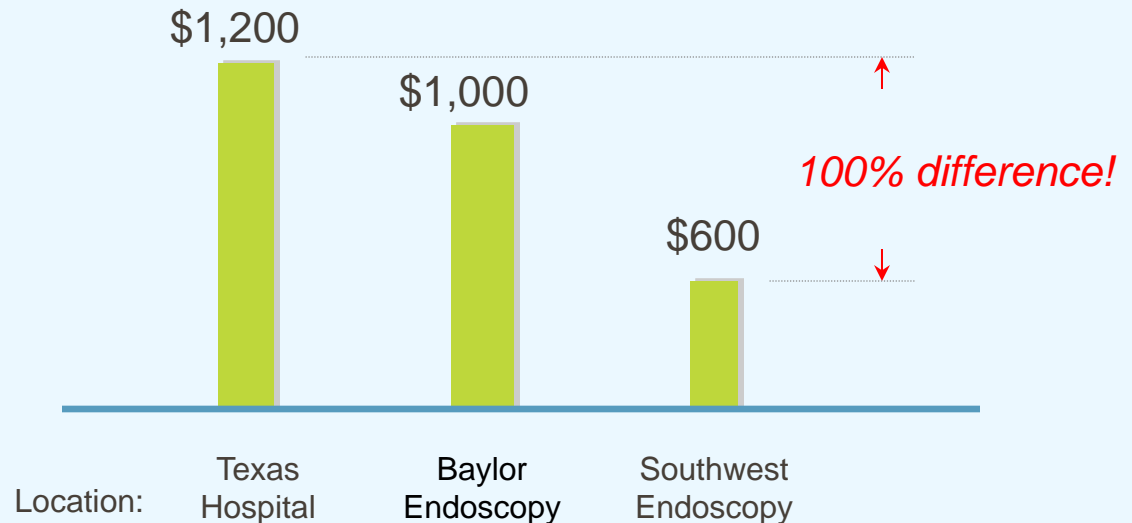
Don't Get Overcharged



Compare
Costs

Doctors and hospitals have **different fees** for the same medical services.

Cost of Colonoscopy - Dallas, TX



Prescription Assistance



Compare
Costs

Take advantage of medications that lower your out-of-pocket costs.

Current Medication	Generic Equivalent	Clinical Alternatives	Monthly Savings
Crestor \$137.63	None	Pravastatin \$4 Generic Lovastatin \$4 Generic	\$133.63
Effexor XR \$105.03	Venlafaxine \$36.51	Amitriptyline \$4 Generic Nortriptyline \$4 Generic	Generic Equivalent: \$68.52 Clinical Alternatives: \$101.03

Member Example - Mary



“When I hurt my knee, my doctor told me I needed an MRI. Luckily I used Alight Solutions to **check prices first** because the hospital was going to charge me **\$1,600**

Alight found an MRI center across from my office that only charges **\$600**

Saved \$1000

Member Example - Sarah



“After my baby boy was born, I wanted to **check all the different bills** and charges to make sure I wasn’t being overcharged. There was absolutely no time, so I called my Health Pro and they **found several mistakes**.

They worked everything out between the hospital and the insurance company, and I saved **\$500.**”

Saved \$500

Alight Solutions does not:

- ✘** Share any employee's personal health information with your employer
- ✘** Provide medical advice or replace your doctor
- ✘** Receive money for recommending one doctor or hospital over another
- ✘** Provide assistance for medical emergencies

Frequently Asked Questions

Q: Can Alight assist with issues related to dental and vision benefits?

YES

Q: Can Alight review bills dated before the service started?

YES

Q: Can Alight assist members of my household that are on a different insurance plan?

YES

Q: How long will it take Alight to respond to my request with an answer?

Most requests are answered same business day or next business day – bill reviews and appeals often take longer

Q: Does Alight need permission to speak with my doctor or insurance company?

YES, you will need to fill out an authorization form giving Alight permission to advocate for you on your behalf

Contact Your Alight Solutions Health Pro

CALL: 800-513-1667

EMAIL: answers@alight.com

HOURS: M – F 8am – 6pm Central

Examples of How to Get Started

Are you going to have a test or procedure—such as an MRI or a colonoscopy—and want to know how much it will cost and what the price and quality comparisons are at different locations?

Do you take several medications and want to know if there are less expensive alternatives?

Have you received a bill or an EOB (Explanation of Benefits from your insurance company) that is confusing or looks incorrect?

Would you like to see a doctor about a medical issue and don't know who to go to or where to start?

If you answered “YES” to any of these questions, then contact Alight for assistance.

The End

Thank You!

