

MEMBER advocatesSM



*To contact a Member Advocate,
call 801-442-4993
(Salt Lake area) or
800-515-2220, weekdays,
from 8:00 a.m. to 6:00 p.m.*

DO YOU NEED HELP finding an available doctor or provider on your panel? Do you need to find a provider who speaks a certain language? Are you unsure about the type of provider you need?

Member Advocates can help you with the following services:

- > Schedule an appointment for annual exams, immunizations, and checkups and help you choose a doctor who provides the type of care you need
- > Find a doctor who is accepting new patients
- > Assist in choosing a facility or doctor closest to you with the next available appointment
- > Help you understand and maximize your benefits
- > Get an appointment for urgent conditions when your Primary Care Provider is unavailable

Member Advocates will help you learn more about a provider. They can tell you where he or she went to medical school, his or her age, or which certifications or training they have.

Member Advocates can also help you prepare for an appointment by telling you about a doctor's special requirements. For example, a neurosurgeon may require an MRI before your initial visit, or a cardiologist may require a prescreening.

