

## Your Care Coordinators are here for YOU.



### Contact the Care Coordinator

Your Care Coordinator will ask you a few simple questions about your health care needs and begin the precertification process.

The Care Coordinator will contact your provider(s) to verify your service and understand what health procedure(s) are needed.



**Call your Care Coordinators at 888-803-0081**  
and let them do the work for you to make sure you receive the right care, at the right place, for the right price.

## What To Expect When You Call Your Care Coordinators



### Researching Your Options

Your Care Coordinator will research your options and locate a facility that meets the TSHBP quality and pricing standards.

Your Care Coordinator will be in constant communication with you.



### Discussing Your Choices

Together, your Care Coordinator will walk you through your provider options, any out of pocket payments, and help answer questions you have before scheduling your procedure.



### Scheduling Your Appointment

Your Care Coordinator schedules your procedure with the provider/facility and arranges the payment to the provider/facility

The Care Coordinator provides you detail instructions on what to expect when you go into the facility.



### The Day of Your Appointment

You go to the facility and have your procedure as scheduled, knowing you have the support of your Care Coordinator team from start to finish.