



# Shield Concierge, ready to help

## One phone call to your Shield Concierge team delivers fast help

One of the most powerful features of our Trio ACO HMO plan is Shield Concierge. Your Shield Concierge is a team of registered nurses, health coaches, social workers, pharmacy technicians, pharmacists and customer service representatives, all working together for you. They are ready to help you:

### Find a new doctor or specialist

If you need a new doctor, you can rely on Shield Concierge. Call us and we'll help you locate a doctor or specialist when you need one.

### Continue receiving care without interruption

If you're new to Trio and have an existing health condition, we're here to help. Even if you're pregnant, about to undergo surgery or currently being treated for a condition, your Shield Concierge team can help coordinate your care.

### Transfer your prescriptions and medical records

We can help you get started with your Trio plan by assisting with transferring your prescriptions and medical records to our network providers.

### Understand your plan benefits

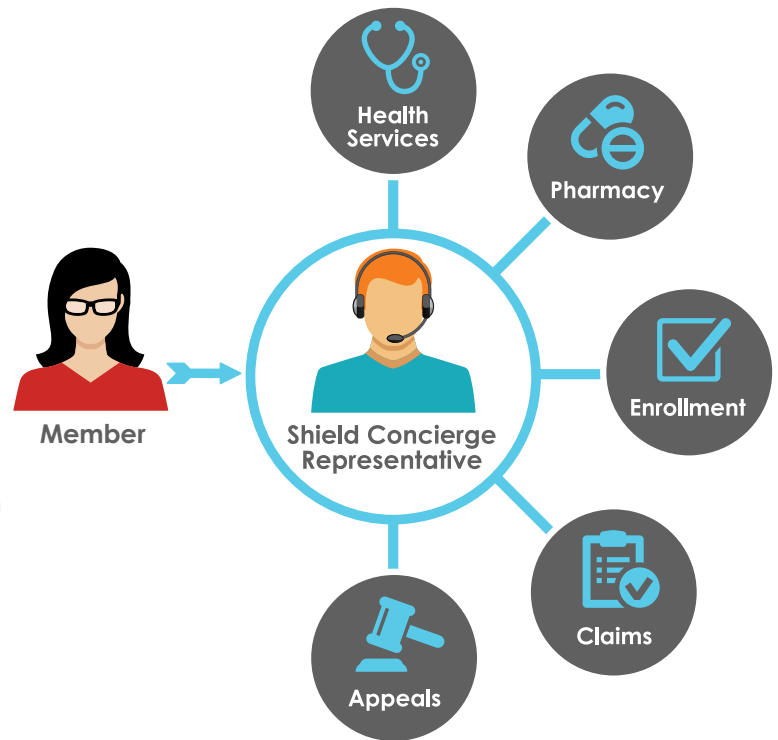
When you're not sure what your plan covers, call your Shield Concierge team. We will take the time to make sure we answer all your questions about what you can expect from your plan.

## Get answers to your drug and medication questions

Whenever you have questions about a prescription or a vitamin or supplement you're taking, call Shield Concierge.

## Answer questions about your doctor's instructions

Sometimes you will think of a question for your doctor after you've already left your appointment. No problem. If you're not sure about instructions you received, we'll follow up for you. We can even call the doctor's office with you.



### Continuity of care

Are you now receiving treatment through another health plan's benefits? You can count on your Shield Concierge team for continuity of care and a smooth transition to the Trio ACO HMO plan. We can coordinate your care in a variety of areas:

- ▶ Addressing the needs of an acute condition that requires medical attention
- ▶ Transitioning pregnancy care, including the immediate postpartum period
- ▶ Providing care for a newborn child younger than 36 months

## Your Shield Concierge team is ready to help you

Shield Concierge customer service representatives are available between 7 a.m. and 7 p.m., Monday through Friday, at **(844) 250-2873**.

