



SimplePay Health Valet

What is a SimplePay Health Valet and how can they help me?

Your SimplePay Health Valet is a concierge resource that can help you navigate your health with confidence. You will have the opportunity to work with a dedicated Health Valet to resolve your healthcare needs or questions until resolved.

Your Health Valet can assist with a variety of different situations such as:

- Finding a high-quality provider.
- Help to set-up appointments before your first visit.
- Answer any of your questions on all things SimplePay Health such as billing questions, doctor questions or even general insurance questions.

How Do I Contact a Health Valet?

By email at: healthvalet@simplepayhealth.com. By calling: **1-800-606-3564**. On the app, or on the SimplePay Member Portal: simply Log-in and select the “Benefits” section, browse your tiles and select “A Way to get Help: Talk to your Health Valet” tile.

**Email is the fastest way to interact with your dedicated Health Valet who is listed on the Health Valet card and in your SimplePay Health member portal.*

What are the service hours for the Health Valet?

Monday – Friday 8am to 8pm Central Standard Time

Will I only work with one Health Valet?

There is at least one dedicated Health Valet for members. However, other Health Valets may take your incoming phone calls or deliver your solution if your dedicated Health Valet is out of the office.

What if I need additional clinical support?

Your Health Valet can connect you with a Personal Health Assistant, MyPHA, to help you further navigate your healthcare journey.

| Assistants outreach based on | My PHA coaching services |
|-----------------------------------|--|
| New diagnosis from your doctor | Education regarding health concerns |
| New medication filled | Options for future care |
| Precertification for a procedure | Nutritional guidance |
| Determination of benefits request | Disease prevention / management |
| Other medical updates | Support throughout your health journey |