



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.
- Your Health Valet can assist with a variety of different situations as noted below:
 - Assist in finding a high-quality provider.
 - Help 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 Health Valets work?

- A concierge Health Valet experience is different than a traditional customer service experience. You will have the opportunity to work with a dedicated Health Valet to resolve your healthcare needs or questions until resolved. Since the Health Valet provides a more customized experience, a Health Valet will generally take your request, research the best possible solution for you, and present that solution back to you within one business day.

What is the easiest way to work with a Health Valet?

- While you can reach out to a Health Valet via phone or email, email is the fastest way to interact with your dedicated Health Valet who is listed on the Health Valet card in your SimplePay Health member portal.

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 are the service hours for the Health Valet?

- Monday – Friday 8am to 8pm Central Standard Time

How do I contact my SimplePay Health Valet?

- Access your SimplePay Health Valet at: healthvalet@simplepayhealth.com or by calling: **1-800-606-3564**.
- You may also access contact information for your Health Valet on the SimplePay Member Portal and on the App as well. Simply Log-in and select the “Benefits” section, from here you can browse your tiles and select the “A Way to get Help: Talk to your Health Valet” tile.

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