



Compass Professional Health Services

Healthcare Consumer Tools and Support
for You and Your Family

Medical Care Can Be Frustrating

“I had no idea this procedure would be so **expensive**.”

“Why are my bills so **hard to understand**?
I thought insurance paid for more.”



“My doctor’s office is **rude to me** and nobody will call me back.”

A Simple Direction for Healthcare

Compass Health Pros

experts in **Resolving Problem Medical Bills**

experts in **Finding Physician Specialists**

experts in **Avoiding Overcharges**



What can Compass do for You?



Confidential and Proprietary – Intended for Compass Customers Only

Straight Answers, Smart Advice



Understand
Insurance
Benefits

Medical insurance and billing assistance. Get **unbiased** advice and **expert** guidance.

- Understanding coverage
- Reviewing Bills
- Resolving disputes
- Assistance with Dental and Vision too

Physician Background Screening



Find a primary care doctor or specialist who is right for you.

- Available Appointments
- Board Certification Screening
- State Licensing/Litigation Screening
- Quality

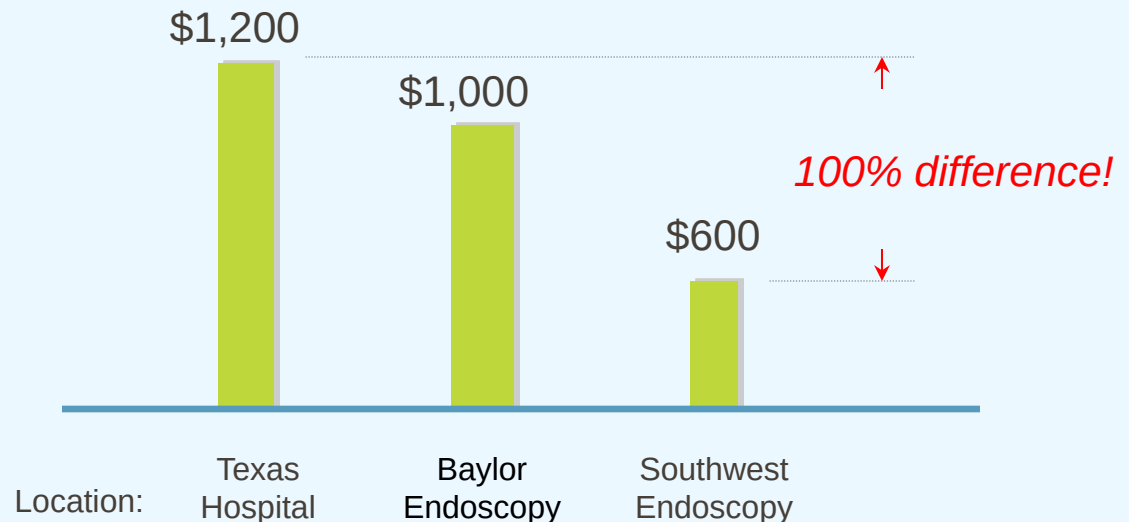
Don't Get Overcharged



Compare
Costs

Doctors and hospitals
have **different fees** for the
same medical services.

Cost of Colonoscopy - Dallas, TX



Prescription Assistance



Compare
Costs

Take advantage of
medications that lower your
out-of-pocket costs.

Current Medication	Generic Equivalent	Clinical Alternatives	Monthly Savings
Crestor \$137.63	None	Pravastatin \$4 Generic Lovastatin \$4 Generic	\$133.63
Effexor XR \$105.03	Venlafaxine \$36.51	Amitriptyline \$4 Generic Nortriptyline \$4 Generic	Generic Equivalent: \$68.52 Clinical Alternatives: \$101.03

Member Example - Mary



“When I hurt my knee, my doctor told me I needed an MRI.

Luckily I used Compass to **check prices first** because the hospital was going to charge me **\$1,600**

Compass found an MRI center across from my office that only charges **\$600**

Saved \$1000

Member Example - Sarah



“After my baby boy was born, I wanted to **check all the different bills** and charges to make sure I wasn’t being overcharged. There was absolutely no time, so I called my Health Pro and they **found several mistakes**.

They worked everything out between the hospital and the insurance company, and I saved **\$500.**”

Saved \$500

Compass does not:

- ✗ Share any employee's personal health information with your employer
- ✗ Provide medical advice or replace your doctor
- ✗ Receive money for recommending one doctor or hospital over another
- ✗ Provide assistance for medical emergencies



Frequently Asked Questions

Q: Can Compass assist with issues related to dental and vision benefits?

YES

Q: Can Compass review bills dated before the service started?

YES

Q: Can Compass assist members of my household that are on a different insurance plan?

YES

Q: How long will it take Compass to respond to my request with an answer?

Most requests are answered same business day or next business day – bill reviews and appeals often take longer

Q: Does Compass need permission to speak with my doctor or insurance company?

YES, you will need to fill out an authorization form giving Compass permission to advocate for you on your behalf

Contact Your Compass Health Pro

CALL: 800-513-1667

EMAIL: answers@compassphs.com

HOURS: M – F 8am – 6pm Central



Examples of How to Get Started

Are you going to have a test or procedure—such as an MRI or a colonoscopy—and want to know how much it will cost and what the price and quality comparisons are at different locations?

Do you take several medications and want to know if there are less expensive alternatives?

Have you received a bill or an EOB (Explanation of Benefits from your insurance company) that is confusing or looks incorrect?

Would you like to see a doctor about a medical issue and don't know who to go to or where to start?

If you answered “YES” to any of these questions, then contact Compass for assistance.

The End

Thank You!

