

# We Can Help

Health insurance doesn't have to be complicated. We can help you with everything from understanding your benefits to finding the right doctor. Our customer service teams are dedicated to providing exceptional service.

## MEMBER SERVICES

Superior service is at the heart of everything we do. Our Member Services team strives to answer your questions or resolve concerns the first time you call. Reach us by phone or secure email, or schedule a time for us to call you.

Member Services is available weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## SELECTHEALTH MEMBER ADVOCATES®

Whether you need help with mental or physical health, Member Advocates<sup>SM</sup> can help you find the right doctor for your needs. They can also assist with the following:

- Scheduling an appointment, including care for urgent conditions
- Finding the closest facility or doctor with the nearest available appointment
- Providing information about a doctor, such as age, training certifications, and languages spoken
- Helping you understand and maximize your benefits

They are available weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## INTERMOUNTAIN HEALTH ANSWERS<sup>SM</sup>

Instead of relying on the Internet for self-diagnosis, pick up the phone and talk to a registered nurse at Intermountain Health Answers. It's free, open 24/7, and they can even get you in line at an Instacare<sup>SM</sup> when necessary. Call **844-501-6600** any day, any time.

## NEED MORE INFORMATION?



WEB

[selecthealth.org/contactus](http://selecthealth.org/contactus)



PHONE

**Member Services**

**800-538-5038**

**Member Advocates**

**800-515-2220**

**Intermountain Health Answers**

**844-501-6600**

