

THE WESTERN PA TEAMSTERS' AND EMPLOYERS' WELFARE FUND CLIENT MEMBER SPECIALIST SUPPORT

HELPING THE WESTERN PA TEAMSTERS' AND EMPLOYERS' WELFARE FUND MEMBERS NAVIGATE CHANGING NETWORKS

Our network changes from time to time as we look for more opportunities to improve care quality and manage care costs. The Client Member Specialist Team is here to help make these changes as seamless as possible and educate members so that they can make informed health care choices.

PARTNERING, EDUCATING AND TRANSITIONING

Network changes can be difficult for both the Fund and the members because it can be hard to understand what exactly is changing and what action is needed as a result of those changes.

The Client Member Specialist Team's work focuses on:

Partnering with you and your members to navigate the changes.

Educating you and your members about what's changing, why the changes are happening and what new options are available.

Transitioning your members to network providers when the member feels it is appropriate.

HOW WE HELP

The Client Member Specialist Team helps support members via on-site events or via the phone by:

- Providing educational materials to your members about network changes.
- Determining what care your members need now and what care they may need in the future.
- Directing your members to convenient network providers.
- Helping your members schedule appointments with network providers.
- Helping your members transfer medical records to their new providers.

Questions? Contact:

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