

# CareChampion 24/7<sup>®</sup>

Healthcare simplified

Since *CareChampion* advisors are available 24-hours a day, everyday, members get the assistance they need, when they need it most.

## Navigate the Healthcare System

- Find a doctor or hospital in-network
- Secure a second opinion
- Search for a specialist
- Schedule appointments
- Understand health plan benefits
- Help with COBRA and Medicare processes
- Explain healthcare financing, such as Health Reimbursement Arrangements and Health Savings Accounts
- Coordinate benefits with a spouse's plan

## Educate about Healthcare Options

- Identify cost-saving opportunities on prescription drugs
- Understand test results, diagnosis or treatment options
- Provide decision support for health-related questions
- Encourage use of prevention and wellness programs
- Help prepare for doctor visits, including key questions to ask
- Follow up with members after doctor visits
- Mental/emotional program guidance

## Support and Advisory Services

- Serve as the member's advocate in a benefit dispute
- Assist with the claims appeal process
- Help filing claims if the provider doesn't do it
- Aid with eldercare issues
- Locate medical facilities, such as labs or MRI locations
- Find home medical equipment
- Provide referrals for government and community resources
- 24/7 access to a registered nurse




Your *CareChampion 24/7* advisor is more than an expert, they're also an advocate for you.  
*CareChampion 24/7* – it's healthcare, simplified.

Plan design availability and/or coverage may vary by state.

Plans are administered by Starmark. Trustmark Life Insurance Company insures the fully insured plans and provides stop-loss insurance for groups with self-funded plans.

**Trustmark**  
LIFE INSURANCE COMPANY

 **Starmark**<sup>®</sup>

PERSONAL. FLEXIBLE. TRUSTED.

Starmark<sup>®</sup> is a distinguished leader in group healthcare benefits offering self-funded and fully insured plan designs. With paperless employee enrollment, health and wellness programs, nationwide network access and seamless HRA administration, Starmark is the choice in employer healthcare benefits.

400 Field Drive • Lake Forest, IL • [www.starmarkinc.com](http://www.starmarkinc.com)