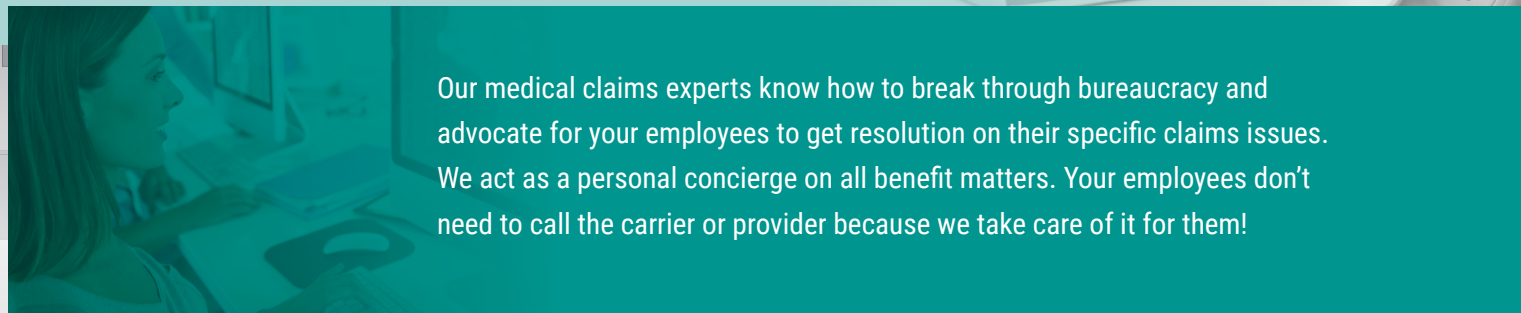


# CONCIERGE SERVICE

WITH VISTA-MD CLAIM HELPER™ APP

## EXPERT CLAIMS ASSISTANCE WHEN EMPLOYEES NEED IT

Even with the best insurance plans, claims can cause anxiety when employees have issues with medical billing and claims reimbursement – or want clarification on the claims submission process. That's why VistaNational offers a dedicated Concierge Service to your employees where they can get assistance with their insurance claims.



Our medical claims experts know how to break through bureaucracy and advocate for your employees to get resolution on their specific claims issues. We act as a personal concierge on all benefit matters. Your employees don't need to call the carrier or provider because we take care of it for them!

## ONE POINT OF CONTACT

When employees contact Vista's Concierge Service, they are assigned a dedicated team of medical claims experts who work with them from start to finish. They don't reach a new person each time they contact Vista, which means they don't need to repeat their story. One call and Vista is on the case, dealing with carrier claims, managing benefits, preparing paperwork, advocating for employees and getting resolution.

## CLAIMS ADVOCACY UNIT PERFORMANCE

Calendar Year	Client Groups Utilizing Concierge Services	Member Claim Issues Resolved	Total Claim Related Calls/Email	Total Member Savings (\$)
2012	62	301	2,777	\$136,668
2013	77	259	3,096	\$171,504
2014	68	226	2,284	\$121,599
2015	119	234	2,765	\$81,646
2016	126	248	3,116	\$227,339



*WHY SPEND TIME ON THE PHONE, ON HOLD,  
TRACKING DOWN INFORMATION, DOING  
PAPERWORK...VISTA'S CONCIERGE SERVICE  
DOES IT FOR YOU!*

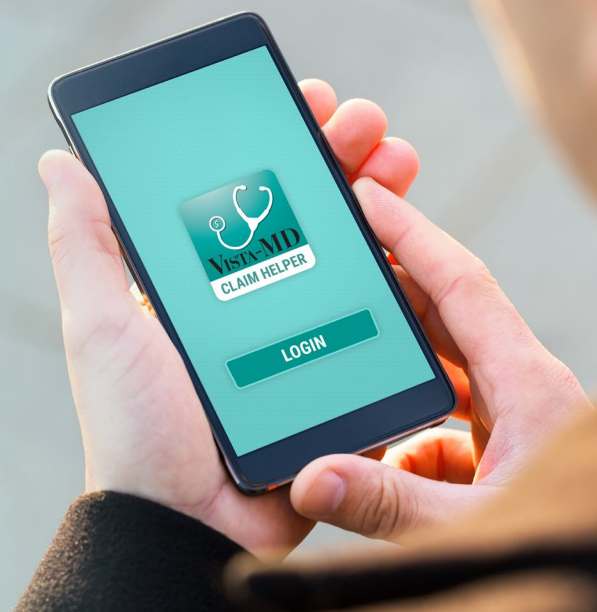


# VISTA-MD CLAIM HELPER™ APP

## CONVENIENT MOBILE ACCESS

### Using The New Vista-MD Claim Helper App

Vista-MD Claim Helper is an easy and convenient way to access our Concierge Service and receive assistance on benefit claims to solve claim issues and manage billing appeals. Our mobile solution allows employees to dispatch their request for our Concierge Service by connecting them to one of our claims experts who will serve as their advocate, provide resolution to their claim issue, and/or negotiate their bill.



### FAST AND EASY

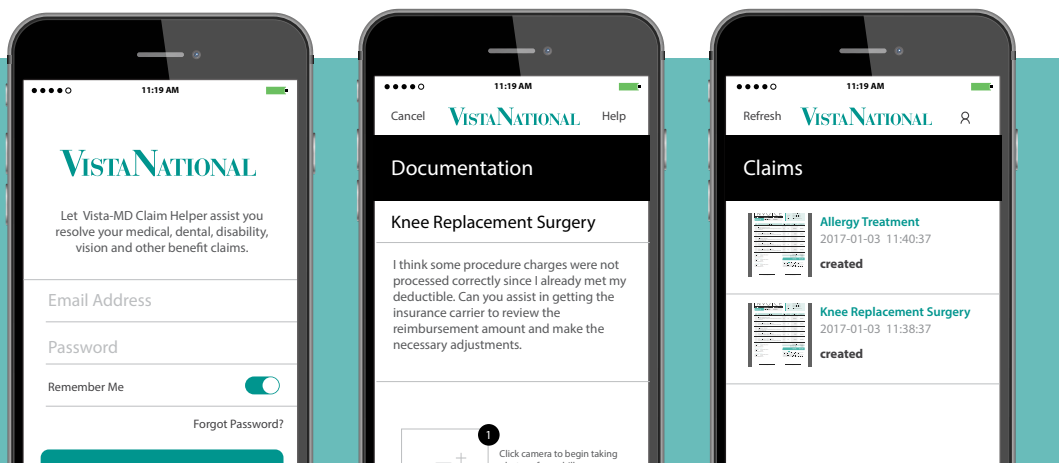
Vista-MD Claim Helper is as easy as:

- 1 Download the free Vista-MD Claim Helper app from the Apple® iOS or Android™ app store
- 2 Create an account
- 3 Provide a brief description of the claim issue
- 4 Take a picture of the claim document(s) using the app
- 5 Submit your claim request securely
- 6 Await one of our representatives to call you within 48 business hours

Once submitted, the Vista Concierge Service team is on the case, dealing with carrier claims, preparing any required paperwork and actively advocating resolution.



LET VISTA-MD CLAIM HELPER ASSIST IN RESOLVING MEDICAL, DENTAL, DISABILITY, VISION OR OTHER BENEFIT CLAIM ISSUES.



### THE ULTIMATE CONVENIENCE!

The Vista-MD Claim Helper app and Concierge Service are provided as a value-add service – FOR EMPLOYEES HAVING GROUP BENEFITS WITH VISTA!

