

Just Pull Out Your Purple Card!



the
**purple
card**

Patient Advocacy
Healthcare Navigation
Benefit Assistance
Claims Recovery

866.788.9118
www.thepurplecard.com

Service Hotline:

TOLL-FREE
866.788.9118

Hours:
8:30am ~5:30pm

Your Patient Advocate
is Vicki.

EMAIL:
Vicki@thepurplecard.com

Vicki is ready to assist you
with your benefit and
claim questions.

GIVE VICKI A CALL!

We are pleased to announce the Patient Advocate service provided by Brinson Benefits.

The Purple Card® is a Patient Advocate service which allows you direct access to the Brinson Benefits office for assistance with your employee benefits.

At **Brinson Benefits**, our job is to ensure that you are completely satisfied with your employee benefit plans. Please contact The Purple Card® with all of your benefit questions or concerns. The Purple Card® provides the following types of assistance:

© Purple Card Assistance

Emergency

You've lost your ID card and the provider's office needs to verify benefits.

Enrollment Support & Eligibility

You have questions about benefit information discussed at Open Enrollment meetings. Your dependent is losing coverage and needs to enroll in your plan.

Benefit Assistance & Coverage

You need help filling a prescription at the pharmacy or a carrier drug program. You need to verify coverage for a particular medical procedure or service.

Physician & Provider Search

You need assistance locating a physician or provider in your area.

Claims & Quality Care

You have a question about how a claim was processed or you're being balance-billed by your provider. You have a quality of care question and need to know if you are receiving the right care for your medical condition.

Complex Claims

You had a procedure done in which you're receiving multiple bills and you do not understand what your financial responsibilities are for each bill.

Expected Timeline

Immediately - 24 hours

Immediately - 48 hours

24 - 48 hours

Immediately - 24 hours

2 days - 1 week

1 - 4 weeks

Always be sure to show your provider and your pharmacy your current medical ID card to ensure you receive correct discounts and benefits.

At your service,

Brinson Benefits

We are here to save you time and money!

Dallas North Richland Hills Austin

www.brinsonbenefits.com

