



## Customer Experience Team

Fast, Local, Efficient and Personal Service.

At Care N' Care (HMO/PPO), members have access to a Customer Experience Team based in North Texas who are dedicated to answering questions and helping to understand benefits.

### Your Care N' Care Customer Experience Team can help:



**EXPLAIN HEALTH BENEFITS.** Let your Customer Experience Team take the guesswork out of understanding your health plan coverage. They can answer questions you may have about your health plan benefits, services, claims, or account status.



**FIND A HEALTHCARE PROVIDER.** Customer Experience Team is available to help you access the healthcare you need. They can assist with locating providers within the Care N' Care network as well as assist you with scheduling an appointment.



**VERIFY HEALTH PLAN COVERAGE AND ASSIST WITH CLAIMS AND BILLING PROCESS.** Navigating the healthcare system can sometimes be confusing. Your Customer Experience Team can confirm your health plan coverage and assist you with the claims and billing process.

Getting you fast, efficient answers when you need help is our first priority. We're dedicated to providing members with access to the best healthcare and customer service.

*Care N' Care - Not just caring for you, caring about you!*

*Have Questions or Need Assistance? Contact your Customer Experience Team.*



**1-877-374-7993 (TTY 711)** October 1 - March 31, 8 a.m. to 8 p.m. CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m. CST, Monday through Friday.



**YourTeam@cnhealthplan.com**