

What Can They Do For You?

Everyone could use a friend in the healthcare business—now you have one!

Your Health Pro has ninja skills that can save you time, money and frustration when dealing with healthcare matters. And their help is FREE to you!

Your Health Pro can help you:

- Understand your benefits and plan details
- Find great doctors, dentists, and eye care professionals
- Compare prices to save money on medical care
- Review your healthcare claims
- Get help with medical, dental and vision bills
- Research alternatives to pay less for prescriptions
- Schedule your appointments and transfer your medical records

Who's Eligible?

All T-Mobile employees enrolled in one or more of our health plans (medical, vision, and/or dental) can get help from a Health Pro for FREE (*sorry, Health Pros are not currently available for employees in Puerto Rico*).

Plus—and this is great—your family members can use a Health Pro too, even if they're not enrolled in a T-Mobile health plan! There's some fine print, of course. "Family members" are spouses, domestic partners, children/dependents under age 26, and parents. Even your in-laws! Grandkids and sons- or daughters-in-law aren't eligible.

How It Works

You have direct access to your Health Pro via email or phone. Talk to an independent expert, fluent at finding the right physicians and specialists, providing price estimates for medical procedures, resolving problem medical bills, and avoiding overcharges.

Example #1:

Help! I have a big pile of medical bills and stuff from the insurance provider, and I have no idea what I need to pay or not pay.

Provide a copy of your bills to your Health Pro (scan/email, fax, mail)! They'll dig into your claims and determine if they were processed correctly and what portion you actually need to pay. If they discover that your claim wasn't handled correctly, they'll work directly with the insurance carrier to have it reprocessed, or reach out to your doctor to dispute the bill.

Example #2:

Your partner was just diagnosed with a serious medical condition. Help!

Your Health Pro can help you all along the way:

- Find a best-in-class specialist or hospital
- Are they accredited?
- Do they have any board actions against them?
- Are they in the insurance network?
- Are they accepting new patients?
- Are they cost effective?
- Do they have great patient reviews?
- They can even schedule the appointment for you!
- Help you understand what is covered or not covered by the plan
- Compare the cost of a procedure at different locations
- Review bills and/or statements from your doctor and the insurance carrier to make sure that your claims were processed correctly
- If needed, develop an appeal response for services, or work with the insurance carrier to get your claims reprocessed, if processed incorrectly

Hit Up Your Health Pro Consultant Today!

It's easy. For your first contact with Health Pros, use the dedicated T-Mobile phone line or email address:

- **Call:** 1-855-496-0071
- **Email:** TMUSHealthPro@alight.com
- **On-line:** [Health Pro Connection](#) (log in to connect online or via chat)
- **Hours:** Monday – Friday 6 a.m. to 6 p.m. Pacific Time

Once you've had contact with your Health Pro consultant, you can reach them directly. We've got a team of Health Pros set up by region to support you.

Note: *There are a few exceptions to the services provided by our Health Pros. The Health Pro team is not able to help with the following: Workers' Compensation; medical advice; prescription review for certain conditions; cost estimates for braces, glasses, contacts; automobile accidents; Medicare plan selection, Health Exchange, or complaints to your State Department of Insurance.*