



A Benefit Your Clients Will Appreciate: Dedicated Member Advocacy

One of the standout benefits of our **Freedom Open Access** solution is access to our **U.S.-based Member Advocacy Team**. Real people, not bots, provide personalized support every step of the healthcare journey.

With **one convenient number (800-825-7531)**, members can get help with:

- **Finding the right provider** – We help members identify quality providers and can even schedule appointments on their behalf.
- **Cost transparency** – Members receive support comparing care options and understanding costs before treatment.
- **Claims assistance** – Our advocates simplify confusing claims, answer questions, and help resolve billing issues.
- **Balance Bill Protection** – A unique Freedom Open Access benefit that protects members from unexpected balance bills related to reference-based pricing.

Our advocacy team ensures members feel heard, supported, and empowered all while helping your groups maximize the value of their health plan.

One call. 800-825-7531. Real advocates. Real results.

Freedom Open Access Broker Sales Guide



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