



Personalized Evry Care Guides.

One-on-one attention.

At Evry, we do more than just pay bills when a member gets sick. You and your family members will have a personal Care Plan and a Care Guide assigned to them.

During the enrollment process when you activate your online account, we ask a handful of questions to get to know each of our new members. This helps us to place you into a Care Plan that fits your needs.

Each Personal Care Guide will:

- Help schedule a doctor's appointment
- Solve issues ranging from an unexplained bill to filling out paperwork
- Explain the personalized Care Plan and benefits
- Give helpful advice and useful educational information
- Find ways to save time and money
- Help members prepare for procedures
- Help with admissions, discharges, and follow-up care
- Match members with the right doctor or specialist for their condition
- Help members find an in-network doctor
- Answer questions about member benefits and health plan coverage
- Help members explore the Member Portal and its features

