



Member **Manual**



MEMBER MANUAL

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Introduction

Your Health Plan Concierge

Welcome to your Health Plan Concierge, Powered by Mishe! This is a holistic and personal healthcare concierge service offered as part of your health plan benefits. Our goal is to make your healthcare experience easier, less stressful, and more personalized.

With Mishe, you have your own dedicated healthcare assistant. Your case manager will help you navigate the healthcare system, find the right doctors, schedule appointments, and answer your health-related questions. It's a "white-glove" service – highly personalized support designed to improve your health outcomes and overall care experience .

Mishe's concierge is provided free of charge to members, courtesy of your employer. There are no hidden fees or catches – just friendly help when you need it. Book treatment through Mishe and pay \$0 out-of-pocket.

Access care through Mishe and get \$0 out-of-pocket costs.

We want you to feel confident and excited to access the care you need. This guide will explain how your concierge works, what you can expect, and how it benefits you. By the end, you'll know exactly what your health plan concierge can do for you and how to get started.

For questions about this manual or Mishe, contact us via online chat at **[mishe.com](https://www.mishe.com)**, email at **help@mishe.com**, or phone/SMS at **(434) 838-4080**.

We look forward to partnering with you to help you access the care you need!



Welcome to Mishe Health

Your partner in healthcare access

Simplifying your healthcare journey, every step of the way.

About Mishe

Mishe introduces a new model for concierge healthcare navigation:

- Personalized Support
- 24/7 Assistance & Convenience
- Simplified Healthcare Navigation
- Appointment Scheduling & Coordination
- Expert Guidance and Advocacy

Manual Overview

Our Member Manual outlines everything you need to know about your concierge real-time assistance.

Benefits of Your Concierge

Our dedicated concierge team delivers a seamless, personalized healthcare experience by handling everything from appointments and provider coordination to insurance navigation, ensuring you receive optimal care with minimal stress.

Cost Savings & \$0 Out-of-Pocket

When you book through your health plan concierge, you get care for \$0 out-of-pocket. Your Case Manager will help you find high-quality providers where your care is fully covered, saving you money while eliminating financial stress. We will also work with your existing providers to ensure they accept your benefit. They'll ensure you understand exactly what's covered before any appointment, so there are no surprises later.

Appointment Scheduling & Coordination

Forget the hassle of booking appointments. Your concierge will find the right doctor or specialist for you and schedule appointments on your behalf, saving you time and effort. They'll even handle referrals and coordinate information between your doctors.

Simplified Healthcare Navigation

Your Case Manager helps you navigate the complex healthcare system. They can explain medical terminology or insurance details in plain language and guide you step-by-step through any process. No more confusion about whom to call or what to do next – just ask your Case Manager.

Personalized Support

You'll have one-on-one guidance from your dedicated Case Manager who gets to know you – your health history, preferences, and needs. This means more individualized help and attention than a generic customer service line.



Benefits of Your Concierge

24/7 Assistance & Convenience

Need help at night or on the weekend? No problem – support is available 24/7, so you can get assistance whenever you need it. Contact your concierge team by phone, SMS, email or chat at any time, and avoid waiting on hold with multiple offices.

Expert Guidance and Advocacy


The concierge team includes trained professionals who understand healthcare. They'll provide informed guidance so you can make the best decisions about your care. They also act as your advocate – speaking with providers or insurance reps for you if any issues arise, and ensuring you receive appropriate, quality care.

Peace of Mind

With your health plan concierge, you're not alone in dealing with healthcare. Whether you're managing a chronic condition or just have a quick question, you have a reliable partner to turn to. This support can reduce stress and give you confidence that nothing will fall through the cracks in your care.

Better Health Outcomes

By helping you stay on top of appointments, follow-up care, and preventive services, the concierge service can lead to better health results. When it's easier to access care and get questions answered, you're more likely to get the right care at the right time – which keeps you healthier. (Bonus: it even helps lower overall healthcare costs by avoiding unnecessary procedures or delays, a win-win for you and your employer.)



What Services Are Included?

Your Health Plan Concierge Powered by Mishe is comprehensive. Here are some of the key services and tasks your case manager can handle for you:

Benefits & Coverage Assistance

Answer questions about your health plan benefits – for example, what services are covered, what your copays might be, or how to find a participating provider for a specific service. We can explain things like deductibles or bills in simple terms, helping you make the most of your insurance.

Finding Doctors & Facilities

Help with finding participating providers, quality specialists, or convenient facilities (like labs, imaging centers, etc.) that meet your preferences. For example, if you need a dermatologist or a physical therapist, your concierge will research and provide options.

Scheduling Appointments

Coordinate and schedule appointments with doctors or specialists at times that work for you. Your case manager will handle the back-and-forth of booking so you don't have to. They can also reschedule or cancel appointments on your behalf if your plans change.

Care Coordination Between Providers

Ensure all your healthcare providers are on the same page. Your concierge can help share important medical information between your doctors (with your permission) and make sure follow-up steps are clear. This means smoother transitions of care (for instance, after a hospital visit, we can help coordinate follow-ups or rehab services).

Referral Management

If you need a referral to see a specialist, the concierge will arrange it. They'll work with your primary care provider and the specialist to ensure all paperwork is in place.

What Services Are Included?

Wellness and Preventive Care Reminders

The concierge can remind you of important preventive care (like annual check-ups, screenings, or vaccines) and even help schedule them. They focus not just on when you're sick, but also on keeping you healthy.

Billing and Claims Support

If you receive a medical bill that you don't understand or feel is incorrect, your concierge can help investigate it. They'll clarify charges, contact the billing department or insurance on your behalf to resolve issues, and ensure you're not paying more than you should.

Prescription & Medication Support

Assistance with managing prescriptions, such as finding a convenient pharmacy, understanding medication alternatives (if a drug isn't covered), or coordinating with your doctor for refills. They can also help set up mail-order prescriptions if available.

Health Education & Guidance

Provide reliable information and resources for your health questions. For instance, if you have a new diagnosis and feel overwhelmed, your care coordinator can supply easy-to-understand educational materials and help you prepare questions to ask your doctor.

Problem Solving & Advocacy

If you hit a roadblock in your healthcare (e.g., difficulty getting a timely appointment, or needing an exception from your insurance), your concierge will advocate on your behalf. We might call the doctor's office to get you an earlier slot or work with your insurance to get a needed service approved. We are your ally in overcoming healthcare obstacles.

Step-by-Step Process

Using your health plan concierge is easy. We create personalized experiences to meet you where you are, and help you every step of the way.

Member Orientation

Meet Your Case Manager. From day one, you're paired with a dedicated Case Manager who knows your name, your story, and your preferences. They're your personal guide—available by phone, text, email, or chat—to help navigate every part of your care journey.

For example, when Jamie enrolled, she got a text the same day from her Case Manager, Sam, who introduced herself and asked how Jamie preferred to communicate. They hopped on a quick call and went over next steps together.

Review Your Health Plan Benefits. Not sure what's covered? Your Case Manager will walk you through your health plan in plain English so you know exactly what to expect—no surprises, no fine print.

When Marcus had questions about whether physical therapy was covered, his Case Manager pulled up his benefits in real time and explained how many sessions were included and how to get started.



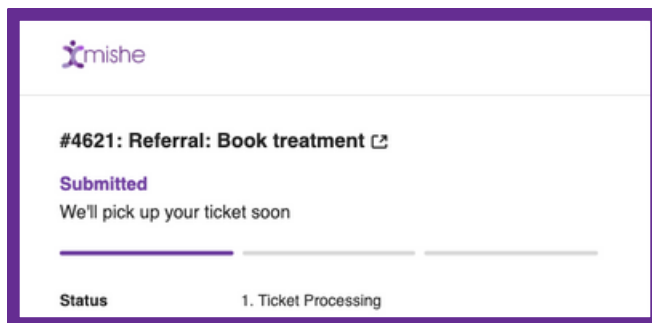
Step-by-Step Process

Register Your Health Plan Portal. Your Health Plan Portal keeps everything in one place—appointments, benefits, medical records, and more. Your Case Manager will help you get set up and show you how to make the most of it. *After enrollment, Tanya received a link to her portal and a quick video walkthrough from her Case Manager. She logged in, saw all her plan details, and even uploaded a copy of her most recent lab work.*

Requesting Treatment

Provider Matching. Looking for the right doctor? Your Case Manager will match you with trusted, high-quality providers based on your location, preferences, and health needs. Your Case Manager will also assist with updating your benefits with your current providers if needed. *When Ethan mentioned he preferred a female doctor with evening availability, his Case Manager sent over three options, including links to reviews and bios.*

Scheduling Appointments. No more waiting on hold. Your Case Manager handles all the scheduling—whether it's your first visit or a specialist referral—so you can focus on getting care, not coordinating it. You'll receive confirmation notices at every step of the way to help you stay on track. *Once Sara chose a provider, her Case Manager confirmed an appointment for the next Tuesday and sent a calendar invite with the clinic address and parking info.*



Step-by-Step Process

Appointment Reminders. You'll never miss an appointment again. Your Case Manager sends personalized reminders and follow-ups, right to your phone or inbox.

Two days before her visit, Sara got a friendly reminder via text along with a checklist of things to bring. After the appointment, her Case Manager followed up to see how it went.

Seeing Your Provider

Pre-Registration. Before your appointment, your Case Manager will work with your provider to handle all necessary pre-registration steps—so you won't have to fill out forms in the waiting room or repeat your medical history. We'll make sure your provider has everything they need in advance.

When David booked his specialist visit, his Case Manager confirmed the appointment, submitted all required forms to the office, and even preloaded his insurance details and medical history. He walked in, signed once, and was seen right away.

Using Your Mishe \$0 Out-of-Pocket Benefit. Your employer partnered with Mishe to cover your care directly—paying providers the same day so they can skip the billing runaround. As long as you go through your Case Manager to coordinate care, you'll pay \$0 for eligible services.

When Lena needed a specialist visit, her Case Manager booked it through Mishe, and her employer paid the provider upfront. Lena walked out with no bill, no paperwork, and no surprise charges—just the care she needed, covered in full.

Step-by-Step Process

Day of Your Appointment. Head into your visit confident and prepared. Your Case Manager ensures your doctor has the right info and that you know what to expect before, during, and after the appointment.

Before Jordan's visit, his Case Manager was able to fax over his full health summary and flagged specific concerns he wanted to address. The doctor walked in already briefed.

Navigating Your Care Plan

Medications and Other Prescriptions. Need help getting or understanding a prescription? Your Case Manager can assist with prior authorizations, cost comparisons, and refills—making sure there are no delays in your treatment.

After his appointment, Jordan's doctor prescribed a new medication. His Case Manager found the lowest-cost option nearby and got the prior auth approved within hours.

Navigating Your Care Plan. From test results to specialist follow-ups, your Case Manager helps you stay on top of your care plan and ensures nothing falls through the cracks.

When Jasmine needed a follow-up imaging appointment and lab work, her Case Manager laid out the timeline, scheduled everything, and kept her updated as results came in.

Second Opinions. Not sure about a diagnosis or treatment plan? Your Case Manager can help you get a second opinion from a top-rated specialist—quickly and with all the right records in hand.

When Alex was told he needed surgery, his Case Manager arranged a second opinion with a leading expert, transferred his imaging and test results, and helped him weigh both options before moving forward confidently.

Step-by-Step Process

Medical Bills. If something doesn't look right, send it to your Case Manager. They'll review the bill, work with the provider, and resolve any issues—so you don't have to.

After seeing an unexpected \$200 balance on her bill, Jasmine texted a photo to her Case Manager, who got it fixed within 48 hours by coordinating directly with the provider's billing office.

Personal Health Record

Medical Records. Your Case Manager can collect, organize, and share your medical records on your behalf—no fax machines or chasing down offices required. Everything is stored securely in your portal and available whenever you need it.

When Priya changed doctors, her Case Manager requested her past records, reviewed them for accuracy, and uploaded them to her portal so the new provider had a full picture before the visit.

Personal Health Record. Your full medical history—lab results, imaging, prescriptions—is organized in your Personal Health Record. Your Case Manager can help you access and update it anytime.

Jasmine's Case Manager uploaded her MRI report and explained it in easy-to-understand terms, helping her feel informed and in control.

Engagement & Coaching. Your Case Manager is more than a coordinator—they're your accountability partner. Whether you're managing a condition or setting a wellness goal, they're here to coach, check in, and cheer you on.

When Luis mentioned he wanted to start managing his blood pressure better, his Case Manager set him up with a monthly check-in, meal tracking tips, and a virtual coach to stay motivated.

Maximize Your Benefits with Your Health Plan Concierge

Navigating your health plan can be overwhelming, but your Health Plan Concierge helps you access high-quality care without the high costs.

Massive healthcare savings

With your Health Plan Concierge, you won't pay a dime for covered services.

\$0

Copay

\$0

Deductible

\$0

Coinsurance

Comprehensive Concierge Support

When you use your Health Plan Concierge, you'll gain access to a dedicated Case Manager who helps you get the best care. Here's what they'll do for you:

- **24/7 Personal Care Assistance:** Support whenever you need it.
- **Provider Matching:** Find the best specialists and care providers for your needs.
- **Appointment Scheduling:** Forget the hassle of coordinating appointments.
- **Medical Record Management:** Easily access and organize your medical history.

Plus, as your dedicated health advocate, we'll proactively guide you toward your health goals — from reminders and follow-ups to medication support and more.

Get started today

Don't miss out — contact your dedicated case manager to get started.

Call/SMS (434) 838-4080 to speak with your Case Manager.



Proudly offered by Mishe Health in partnership with your benefits provider.