

# Client Advocacy

It is increasingly more difficult and time-consuming to work through complex benefits issues - claims, billing & eligibility. Lovitt & Touché offers dedicated Client Advocates.

Our Advocates know the process and how to navigate through carrier and provider billing systems to provide prompt & accurate solutions.

They ensure your employees get the highest benefit available under the contract by working with the providers and carriers.

Your Advocate is an invaluable resource who can help enhance the value of your benefits program.

**LOVITT & TOUCHÉ CLIENT ADVOCATES ASSIST WITH EMPLOYEE-BASED BENEFITS ISSUES:**

<p><b>CLAIMS</b></p> <ul style="list-style-type: none"><li>• Provide claim analysis to verify that all claims are processed, paid, and billed by the provider correctly.</li><li>• Advocate for benefit correction on inaccurate provider billing or claim payment issues.</li><li>• Advise on options when a claim can't be paid with higher benefit.</li><li>• Educate employees on best practices for using your plan and your network.</li><li>• Report back to you detailing the reasons for calls and the resolutions in as much detail as you require.</li></ul>	<p><b>ELIGIBILITY AND BILLING</b></p> <ul style="list-style-type: none"><li>• Advocate for eligibility correction and exception where applicable.</li><li>• Respond with urgency to employees with compromised coverage.</li><li>• Guide employees who need assistance with coordination of benefits and full time student status issues.</li><li>• Verify accuracy of advance billing.</li><li>• Work with carrier to correct billing inaccuracies.</li></ul>
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