



Health Valets

What is a SimplePay Health Valet & how can they help me?

Your Health Valet is a concierge resource that can help you navigate your healthcare with confidence.

Health Valets can assist with a variety of different situations including:

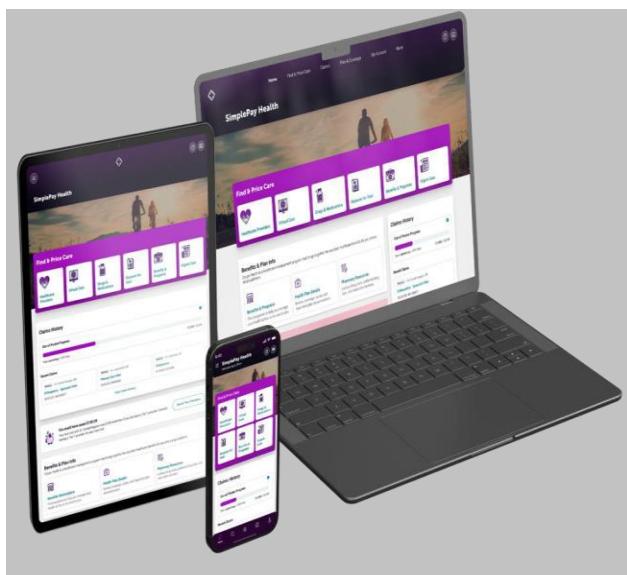
- Finding a high-quality provider.
- Helping you understand different care options.
- Answering questions on all things related to your SimplePay plan, including provider questions, tiering, statement & billing questions.



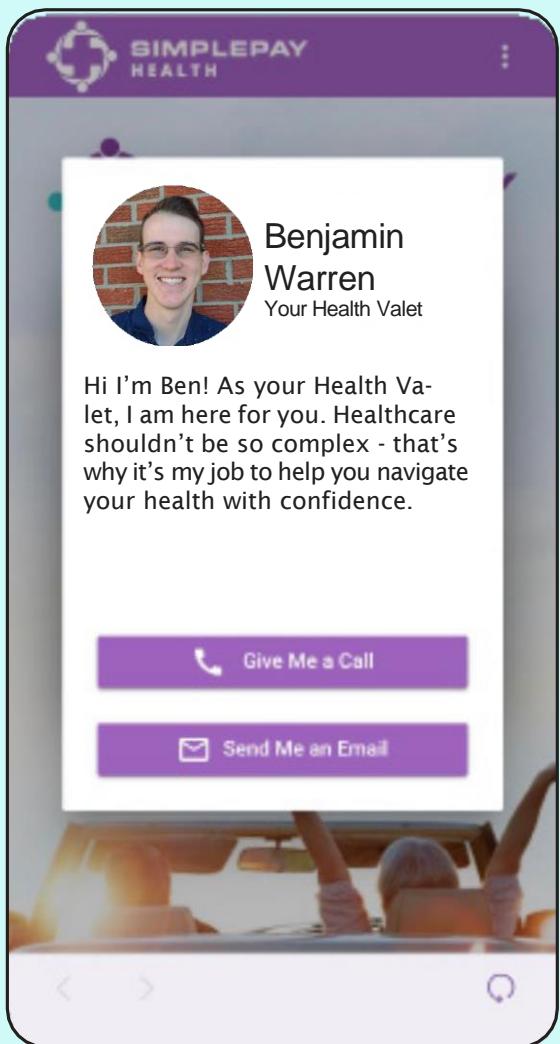
Health Valets work for you.

"I would like to let you know how impressed I am with the customer service I have received from the Health Valet Team. They went above and beyond and worked tirelessly to resolve a problem I was having."

-SimplePay Health Member



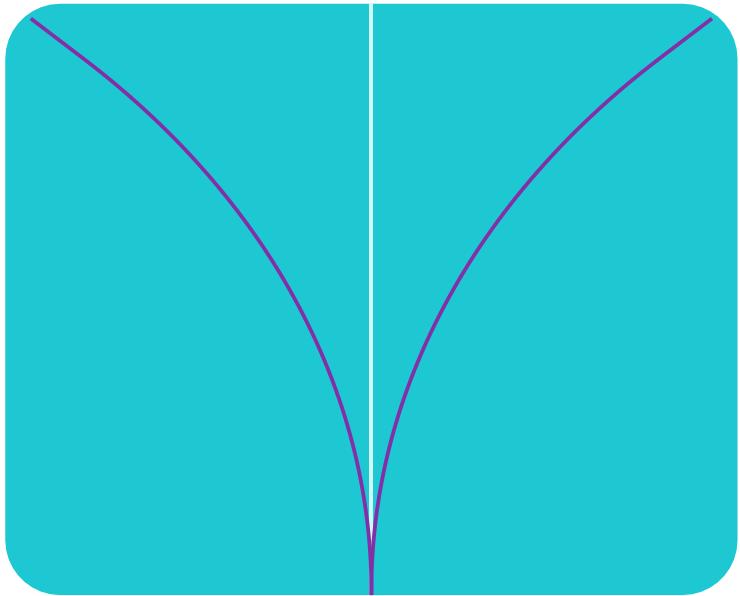
Will I only work with one Health Valet?



Each time you call or email the Health Valet Team you will be assigned a trained resource for your case. If the Health Valet you started to work with is unavailable, your case may be passed to the next available team member to assist you.

What is the easiest way to work with a Health Valet?

While you can reach out to your Health Valet via email or phone, email is the fastest way to interact with them. You can access your Health Valet Team from your SimplePay Health Portal.



How do I contact the SimplePay Health Valets?



1-800-606-3564



healthvalet@simplepayhealth.com

What are the service hours for the Health Valets?



Monday-Friday
8:00am-8:00pm Central Standard Time

SimplePayHealth.com

