

## ALIGHT NAVIGATOR

Health benefits can be confusing, medical costs are rising, and finding the right care solutions can be frustrating and time consuming. Alight simplifies the healthcare experience. The price transparency tool allows you to compare costs for providers, procedures, and prescriptions.

### Details

A dedicated team of highly trained Health Pros:

- Help you understand your insurance benefits
- Provide guidance related to plan selection
- Explain care options
- Find highly rated doctors
- Analyze providers based on experience and cost
- Help find ways to pay less for prescriptions
- Review medical bills and resolve errors
- Assist with scheduling appointments
- Help with issues related to dental and vision benefits
- Respond to most requests by the next business day
- Have passed rigorous credentialing and completed extensive training



### Easy to Use



Email

[MyBenefitsalights.com](mailto:MyBenefitsalights.com)



Use the Mobile App

[Click here to download](#)



Call 800.513.1667 x629

**Get Started Now!**

Log on to [MyBenefitsWork.com](https://www.MyBenefitsWork.com) to start using this benefit.

## FAQs

**Q: Can Alight assist with issues related to dental and vision benefits?**

A: Yes.

**Q: Can Alight review old medical bills?**

A: Yes.

**Q: Can Alight assist members of my household who are on a different insurance plan?**

A: Yes.

**Q: How long will it take Alight to respond to my request with an answer?**

A: Most requests are answered by the next business day – bill reviews and appeals often take longer.

**Q: Does Alight need permission to speak with my doctor or insurance company?**

A: Yes. You will need to fill out an authorization form giving Alight permission to advocate for you on your behalf.

**Q: How do I contact a Health Pro?**

A: You can email a Health Pro at [MyBenefits@alight.com](mailto:MyBenefits@alight.com) or call 800.513.1667 x629. Health Pros are available Monday to Friday, 8 am to 6 pm Central Time, and an answering service is available after hours.

**Q: What can Alight help me do?**

A: Alight can help you understand insurance benefits, find highly rated doctors, save money on healthcare, pay less for prescriptions, resolve billing errors, and schedule your appointments.

**THIS IS NOT INSURANCE.**

Alight will never share protected health information (PHI) with your employer. Alight does not provide medical advice or replace your doctor. Alight is unable to assist during medical emergencies. Alight provides unbiased recommendations and is not affiliated with anyone that we recommend.