

## HEALTHCARE ADVOCACY PROGRAM

CareCounsel is an independent organization and is not part of your health plan. They are a benefits advocacy program that can help you navigate the complexities of your benefits plan. Your CareCounselor can answer benefits questions, guide you to the appropriate resources, and intervene on your behalf until your issue/problem is resolved. This program is free and completely confidential.

Areas where they can help are:

- Making the best choices from your healthcare options during Open Enrollment
- Getting the most of your healthcare dollars
- Helping find a physician and access care
- Seeking second opinions
- Obtaining necessary authorizations
- Troubleshooting medical claims/bills
- Grievances and appeals
- Connecting you with the Court's healthcare resources



Contact CareCounsel at 1.888.227.3334 or go online to [www.carecounsel.com](http://www.carecounsel.com)

## MEET BEN-IQ

Ben-IQ is a free app that includes much of the information that's included in this overview, but in a place that's always at your fingertips — your smartphone. Ben-IQ is available for Android and iPhone.

### GETTING STARTED WITH BEN-IQ

1. Download and launch the app.
2. Enter your assigned username: Santa Barbara Courts
3. Read and agree to the Terms and Conditions.

Take a tour of Ben-IQ and review plan summaries, and important contacts like our nurse line and EAP. Store and organize ID cards using your phone's camera, and much more! Be sure to share Ben-IQ with your covered family members too.

Click and watch our Ben-IQ video!

<https://www.brainshark.com/alliant/beniq-hd>

