

# One point of contact. Dedicated Concierge Service.

Get help with the normal stuff ... the hard stuff ... even the 'impossible' stuff.



**What is Concierge Service?** To cite one example, it's Fran Michal. She's been called a true miracle worker. The bulldozer of bureaucracy. She's in charge of Vista's client advocacy unit. She can help with every kind of claims issue, from submission to billing to appeal. When a claim is denied, she aggressively advocates on behalf of the employee.

Fran is a key component of the service team VistaNational provides to each client, acting as a personal concierge on all benefits matters. Clients don't need to call the carrier or vendor. And they don't reach a new person every time they phone Vista. They reach the same team that handles their benefits and knows their story. One call and Vista is on the case, dealing with carrier claims, managing benefits, preparing the paperwork, advocating for employees and getting resolution.

Why spend time on the phone, on hold, tracking down information, waiting weeks for a response. **Let the VistaNational team handle it. They are always there, just one call away.**

#### CLAIMS ADVOCACY UNIT RESULTS FOR 2012-2016

Calendar Year	Client Groups Utilizing Concierge Services	Member Claim Issues Resolved	Total Claim-Related Calls and Emails	Total Member Savings
2012	62	301	2,777	\$136,668
2013	77	259	3,096	\$171,504
2014	68	226	2,284	\$121,599
2015	119	234	2,765	\$81,646
2016	126	248	3,116	\$227,399

#### Fran's Fans Respond Almost Daily

**"Wow – YOU WORK MIRACLES – Thanks!"**  
Donna (village administration)

**"Fran, you're the insurance guru!! Thanks so much, Fran, I'll pass your name along to others."**  
Mary (printing industry)

**"I'm absolutely speechless. You've made my day, and perhaps my year. I can't thank you enough."**  
Susi (telecommunications industry)

Visit [vistanational.com](http://vistanational.com) to learn more.



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