



VISTA-MD CLAIM HELPER® APP WITH CONCIERGE SERVICE

Expert Claims Assistance When Employees Need It Most

Even with the best insurance plans, claims can cause anxiety when employees have questions or issues with medical billing and claims reimbursement. Employees often end up calling HR. That's why VistaNational offers a proprietary mobile app and dedicated Concierge Service where your employees can get assistance with their medical, dental, disability, vision or other benefit claims. Our medical claims experts know how to break through bureaucracy and advocate for your employees to get resolution.

- ⊕ Helps Employees with Insurance Claims Issues
- ⊕ Mobile Access via Vista-MD Claim Helper® App
- ⊕ Concierge Service Handles Paperwork and Resolution
- ⊕ Reduces Stress of Insurance Claims During COVID-19

THE COMPLETE RANGE OF CLAIMS ASSISTANCE

One call and Vista is on the case, dealing with carrier claims, managing benefits, preparing paperwork, advocating for employees and getting resolution. Our Concierge Service handles the complete range of claims including: Medical, Dental, Disability, Vision and Other Claims

Using the Vista-MD Claim Helper® App

Vista-MD Claim Helper is an easy and convenient way to access our Concierge Service and receive assistance on benefit claims to solve claim issues and manage billing appeals. This mobile solution allows your employees to dispatch their request for our Concierge Service by connecting them to one of our claims experts who will serve as their advocate, provide resolution to their claim issue, and/or negotiate their bill.



VISTA-MD
CLAIM HELPER
IS AS EASY AS:

- 1 Download Vista-MD Claim Helper app from the Apple® iOS or Android™ app store
- 2 Create an account
- 3 Provide a brief description of the claim issue
- 4 Take a picture of the claim document(s) using the app
- 5 Submit your claim request securely
- 6 Await one of our representatives to call you within 48 business hours

Once submitted, the Vista Concierge Service team is on the case, dealing with carrier claims, preparing any required paperwork and actively advocating resolution.



The Vista-MD Claims Helper App and Concierge Service Is One of Many Solutions in VistaNational's COVID-19 Toolkit

Contact us today to learn how you can provide powerful technology, expert support and high-service programs for your employees and HR staff during the COVID-19 crisis.



Call 800.944.3645 or visit VistaNational.com

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