

Employee Benefits Advocacy

Claims Advanced Advocacy services provided by MMA are confidential and advisory to assist your employees enrolled in benefits with resolving benefit claim inquiries and issues.

These services are available Monday through Friday from 7AM to 5PM CST with the goal of responding to all employees within 24 business hours.

Our Employee Benefits Advocacy services include:

- Claims analysis and assistance with provider billing discrepancies or incorrect claims
- Prior Authorization process guidance and Pre-Service claim support
- Pharmacy and medication issues
- Navigating plan changes and how it could impact them
- Support with navigating member portals to locate claims information or network providers
- General assistance and member advocacy when dealing with carriers or providers
- Expert review and guidance on plan benefits and how they apply to individual scenarios
- Assistance through the claims appeal process with a carrier or external entities
- Quarterly usage report that captures the volume and areas of engagement as well as a resolution time



Please reach out for a quote.



Your future is limitless.SM

Learn more

Interested in learning more about MMA's Claims Advanced Advocacy services? Our employee benefits advisors are here to help.

[MarshMMAMidwest.com](https://www.marshmmamidwest.com)

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