

How Care Coordination Works

■ Step 1: You Tell Us What You Need

Contact our team to let us know what type of care or service you're seeking. We're here to help guide you through the process. You can email us at coordination@planstin.com or call us at 435-275-4492. We are available Monday-Friday 7:30am-8:30pm MT.

We get to work:

- We check your benefits and eligibility
- We find a provider with a fair market price or work with your preferred provider
- We explain your costs
- We provide you with a virtual card for your visit

Please note: Care Coordination will guide you on when to contact your provider to make your appointment. Care Coordination should be notified at least 2 business days before office visits and 2 weeks before surgeries. If you have an urgent need outside of these timelines, please do not hesitate to contact us.

■ Step 2: You Get the Care You Need

You present as cash-pay for your visit using your virtual card for payment.

We follow up:

- We ensure everything went smoothly
- We confirm you received care
- We collect any needed receipts

Need help or have questions? Contact the Care Coordination team. We're here to support you every step of the way.

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