



**SIMPLEPAY**  
**HEALTH**

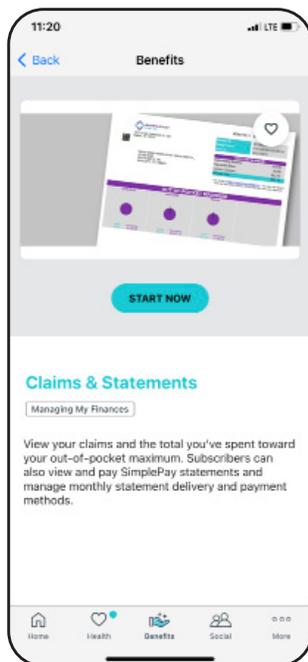
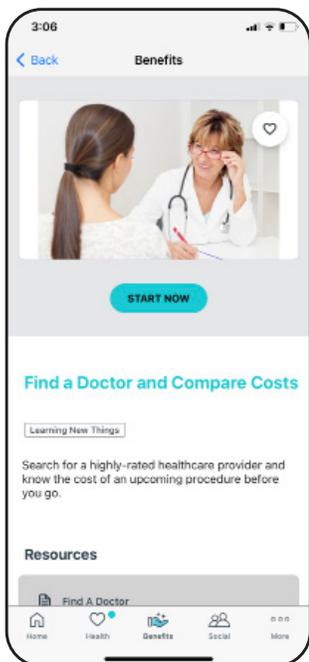
# Health Valets

## What is a SimplePay Health Valet and how can they help me?

Your Health Valet is a concierge resource that can help you navigate your healthcare with confidence.

Your Health Valet can assist with a variety of different situations including:

- Finding a high-quality provider.
- Helping you understand different care options.
- Answering questions on all things SimplePay, such as, billing questions, doctor questions or even general insurance questions.



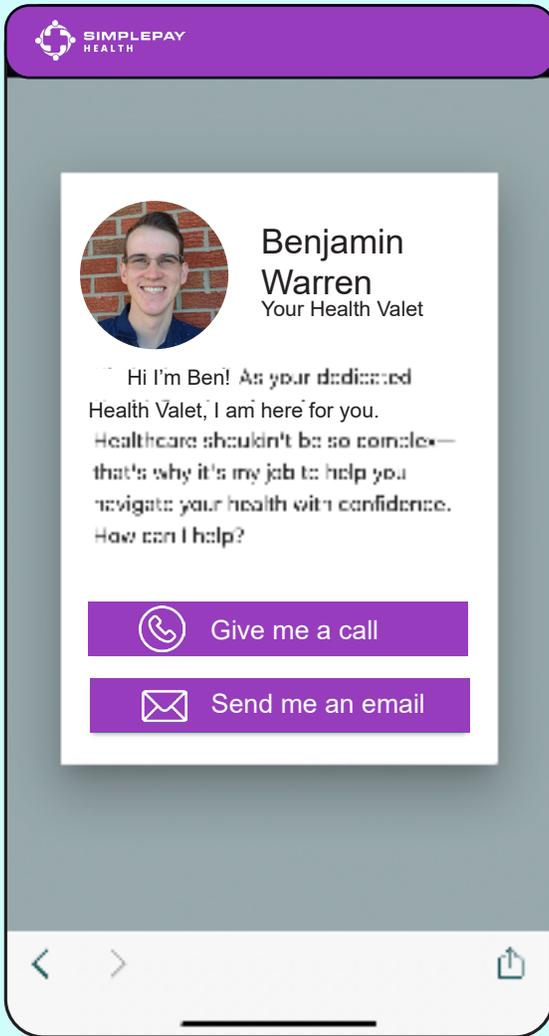
Meet your Health Valets

## How do Health Valets work?

Your Health Valet works hard to get your questions answered. They are a team of trained healthcare concierges that know all things SimplePay. If they don't have an answer to your question immediately they dedicate their time to researching and finding a resolution for you as soon as possible.



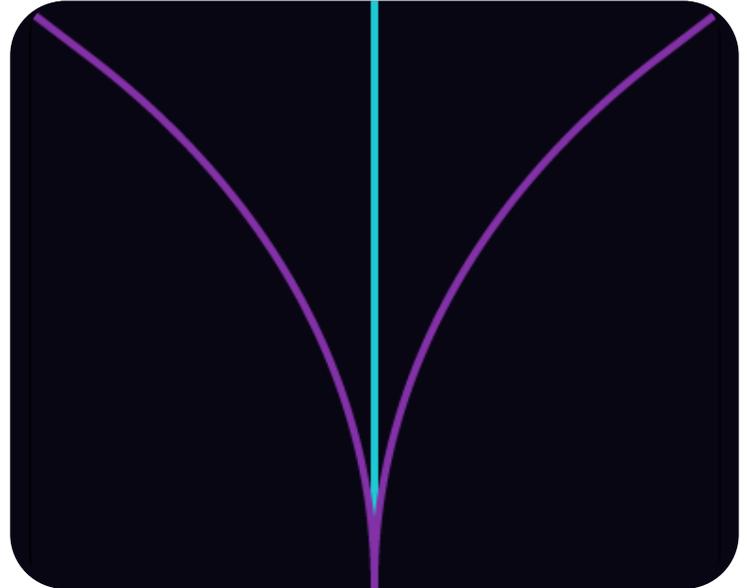
## Will I only work with one Health Valet?



Each member receives a dedicated Health Valet. However, other Health Valets may take your incoming phone calls or deliver your solution if your dedicated Health Valet is out of the office.

## What is the easiest way to work with a Health Valet?

While you can reach out to your Health Valet via phone or email, email is the fastest way to interact with them. You can access your dedicated Health Valet from your SimplePay Health Portal.



## How do I contact my SimplePay Health Valet?

 800-606-3564

 [healthvalet@simplepayhealth.com](mailto:healthvalet@simplepayhealth.com)

## What are the service hours for the Health Valets?

 Monday-Friday  
8:00am-8:00pm Central Standard Time

[SimplePayHealth.com](https://www.SimplePayHealth.com)



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