



Need a Hand? VEBA Advocacy Can Help

Navigating the health care system can be a confusing and complicated experience. The VEBA Advocacy Department is here to support you. VEBA members can reach out to an Advocate when they are experiencing an issue with their insurance carrier or their health care provider, want to learn more about their VEBA benefits or need help selecting a new health care provider.

Navigating the Health Care System:

- **Access to Care:** When you're having trouble getting treatment or an appointment with a doctor.
- **Billing/Denial of Claim:** When you receive a bill that may be incorrect or are billed for covered services.
- **Second Opinion:** If you would like a second opinion from a different provider after receiving a diagnosis or treatment plan.
- **Prescription Issues:** Any issues with prescriptions including denials, copays, prior authorization for prescriptions or any issues with an Rx carrier.
- **Referral/Prior Authorization:** Assistance or questions regarding obtaining a referral or prior authorization.

Maximizing Your VEBA Benefits:

- **Open Enrollment:** Support members with information about the new plans and benefit options during Open Enrollment.
- **Finding a High-Quality Provider:** Assistance with finding the highest quality medical groups available through the plans offered by your districts.
- **EAP/Mental Health:** Any questions or eligibility issues regarding the Employee Assistance Program (EAP) or mental health benefits, including expedited appointments with Psych Centers San Diego.
- **Teladoc Medical Experts Second Opinion:** Help coordinate a second opinion with over 50,000 world-renowned physicians, experienced in 450 specialties and subspecialties.
- **Pharmacy Discount:** Explain ways members may be eligible for reduced or \$0 copays if certain specialty medications or generic hypertension or hypoglycemic medications are delivered by mail.
- **VEBA Resource Center:** Assist members with scheduling a Care Navigator appointment or participating in Virtual VEBA Resource Center classes.



You can call VEBA Advocacy
toll-free at 888-276-0250
or email Advocacy@mcgregorinc.com.