

Just Pull Out Your Purple Card!



the purple card

Patient Advocacy
Healthcare Navigation
Benefit Assistance
Claims Recovery

866-788-9118
www.thepurplecard.com

purplecard@brinsonbenefits.com

Service Hotline:
972.788.9118
Or 866.788.9118

Hours:
8:30am—5:30pm

Current Medical Coverage:

BlueCross BlueShield of Texas

We are pleased to remind you of the Patient Advocate services provided by our Benefit Broker/Consultant.

The Purple Card® is a Patient Advocate service which allows you direct access to the Brinson Benefits office for assistance with your employee benefits.

At **Brinson Benefits**, our job is to ensure that you are completely satisfied with your employee benefit plans. Please contact The Purple Card® with all of your benefit questions or concerns. The Purple Card® provides the following types of assistance:

© Purple Card Assistance

Expected Timeline

Emergency

You've lost your ID card and the provider's office needs to verify benefits.

Immediately - 24 hours

Enrollment Support & Eligibility

You have questions about benefit information discussed at Open Enrollment meetings. Your dependent is losing coverage and needs to enroll in your plan.

Immediately - 48 hours

Benefit Assistance & Coverage

You need help filling a prescription at the pharmacy or a carrier drug program. You need to verify coverage for a particular medical procedure or service.

24 - 48 hours

Physician & Provider Search

You need assistance locating a physician or provider in your area.

Immediately - 24 hours

Claims & Quality Care

You have a question about how a claim was processed or you're being balanced-billed by your provider. You have a quality of care question and need to know if you are receiving the right care for your medical condition.

2 days - 1 week

Complex Claims

You had a procedure done in which you're receiving multiple bills and you do not understand what your financial responsibilities are for each bill.

1 - 4 weeks

Always be sure to show your provider and your pharmacy your current medical ID card to ensure you receive correct discounts and benefits.

At your service,

➤ **Brinson Benefits, Inc.**