

Shield Concierge

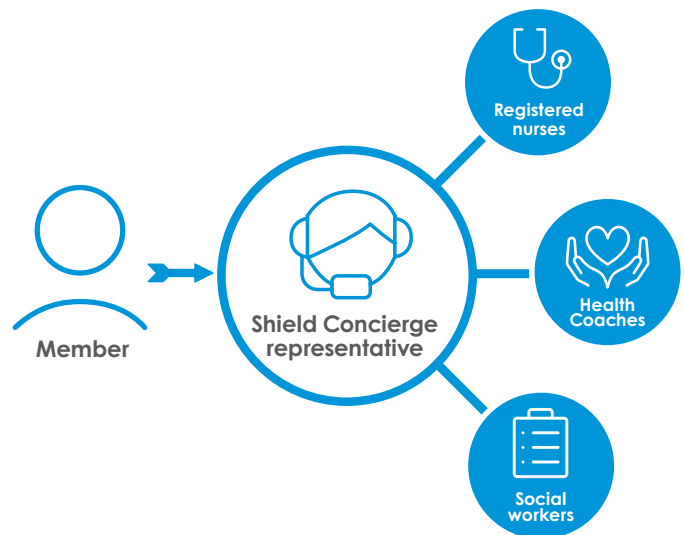
Your total healthcare connection

One call to Shield Concierge connects you to a dedicated representative who can answer your questions and connect you to a team of experienced health professionals when you need more - all in one call.

Get answers to your questions about your plan benefits and coverage, ID cards, provider network, claims, language assistance, condition management programs and more.

Access complete member care assistance by connecting you directly to our certified team of healthcare experts including:

- **Registered Nurses:** Provide health counseling, education and support. They can also resolve issues with accessing care, and help you navigate through the health care system when needed.
- **Health Coaches:** Guide you with information and self-management tools to promote a healthy lifestyle including; disease prevention, nutrition, weight management, stress reduction and management of chronic conditions such as diabetes, hypertension and stress.
- **Social Workers:** Help assess emotional and psychological well-being. And provide crisis intervention, substance abuse and mental health referrals.



Connect instantly to Shield Concierge at

(855) 599-2657

from 7 a.m. to 7 p.m. PST, Monday through Friday.