










# Elevate Your Workforce with Curative Member Services:

At Curative, we've **revolutionized** the way our member services interact, providing a **simple, in-house and interactive experience** that puts **employees' health in their own hands**.

 <b>A High-Touch, Personalized Approach:</b>	 <b>Enhanced Provider &amp; Pharmacy Selection:</b>	 <b>Empowering Employees with Online Tools:</b>	 <b>24/7 Member Services at Your Fingertips:</b>	 <b>Streamlined Prescription Management:</b>
<p>Say goodbye to impersonal interactions and hello to a designated Care Navigator for each member, providing personalized support every step of the way.</p>	<p>Whether it's finding an in-network specialist or locating a nearby participating pharmacy, we can make the process simple and stress-free</p>	<p>From log-in access to helping update contact information and scheduling appointments, we provide assistance navigating our user-friendly member portal</p>	<p>Health concerns can arise at any time. That's why we are available 24/7/365 to help members with coverage questions.</p> <p><i>*If you are experiencing a medical emergency dial 911 or go to your nearest emergency center</i></p>	<p>Transferring prescriptions and verifying coverage can be a hassle; we are here to alleviate that burden, whether it's checking if a specific medication is covered or understanding tier levels.</p>

## Care Navigators vs Member Services

 **Care Navigators**  
 At the Baseline Visit, members receive a Care Navigator, their go-to source for all things Curative, and the direct point of contact if there are questions or concerns about coverage.

 **Member Services**  
 Members can access our Member Services 24/7/365 for assistance. Our Member Services team is an excellent resource for any questions that may arise.

### Member Services are available to assist with:

- ✓ Finding and verifying in-network providers
- ✓ Locating a participating pharmacy
- ✓ Transferring prescriptions
- ✓ Medication coverages & tiers
- ✓ Member Portal access and logging in
- ✓ Scheduling a Baseline Visit
- ✓ Updating member contact information
- ✓ Prior Authorizations
- ✓ Claims Processing and denial resolution

Say goodbye to frustrations and hello to a **better healthcare experience,** where employees are at the center of their own healthcare journey.