

# Real help, from a real human.

In real time. With guidance that gets results, every time.



## Guides who give a you-know-what.

Every step of the way, 24/7, with text-based communication that makes decision-making easy. Let's see a bot do that.

### Proactive outreach

Help members before they even know they need it. Before, during, and after care.

### Appointment scheduling

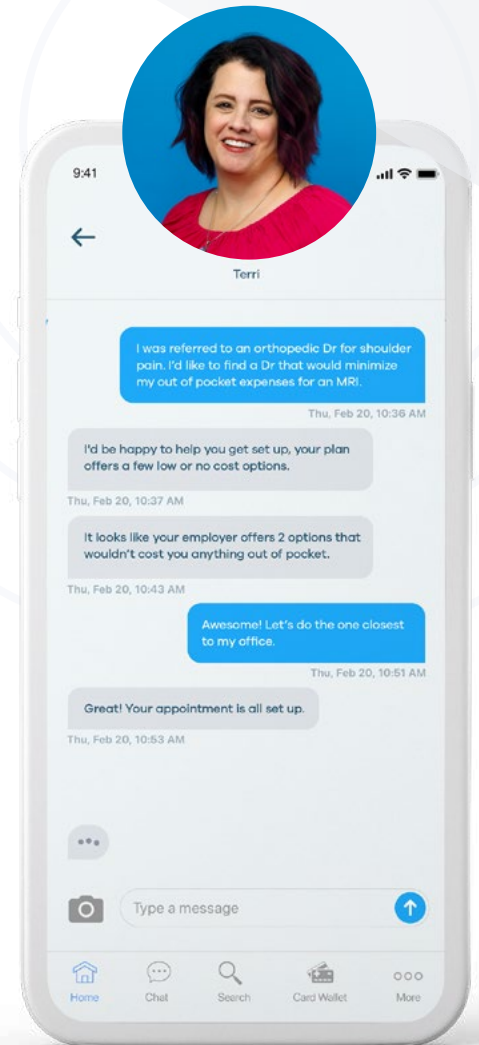
Stop the stall on decision-making. Offer one-on-one help to coordinate, schedule, and follow-up.

### Referral management

Streamline the referral runaround. Get users the care they need with compassionate support.

### Navigation Support

Get guidance from experts who know the health benefits plan inside and out, and will drive effective usage.



## Check out that flawless follow-through.

\*An actual conversation with a Medefy Care Guide