

EXCEPTIONAL SERVICE IS PART OF OUR BRAND.
WE ARE GOOD, SMART PEOPLE FIGHTING FOR YOU.

## WHAT WE DO

At MB, advocacy is more than a department ... it's the foundation of our organization. Our knowledgeable problem-solvers are passionately committed to finding the right solution for every client, every time.

## **HOW IT WORKS**

If you've contacted your physician or carrier and weren't satisfied with the response, our MB Advocates are there to step in on your behalf. We have direct access to senior-level representatives at our carrier partners. We know how to get to the bottom of issues like:

Claim Issues

Explanation of Benefits

**Provider Billing Questions** 

Coordination of Benefits

Pre-authorization Help

For speedier resolution, have your insurance card, copies of any correspondence and details from conversations you may have had with the carrier or physician, including names and dates, EOB and bills.

## CONTACT US

Our MB Advocates are ready to assist you Monday-Friday, 8 a.m. to 5 p.m. EST

**p:** 937.260.4300 or 877.635.5372

f: 937.499.1160

e: mbadvocates@mbbenefits.com





