



BMC Software, Inc.

Do you need help resolving issues with your health or benefit plans?

BMC Software, Inc. wants you to get the most out of your health care benefits! The Advocacy service is available to help you resolve any conflicts you may have with your medical, dental, or health care/dependent care reimbursement account carriers.

BMC Software, Inc. Advocacy Service

The Advocacy team will help you with unresolved health plan access or claim issues. They will ensure that your issue is given the attention it deserves and is considered fairly. All calls to the Advocacy team are confidential.

The following are examples of ways Advocacy can assist you:

- Resolve issues with medical claims billing
- Locate network providers
- Provide in-depth plan provision explanations
- Assist in obtaining treatment approvals
- Obtain precertification for medical treatment
- Work with collection agencies while claims issues are being researched
- Escalate health plan customer service complaints/concerns
- Assist with annual enrollment plan selections
- Resolve issues with Health and Dependent Care FSAs

How Can I Reach the Advocacy Team?

- Call Your Benefits Resources (YBR) at **1-877-262-4849**, enter your username and password, select “Health and Insurance” and then say “Representative”
- A Customer Service Associate (CSA) will review the issue and determine next steps
- Your issue will be assigned to an Advocate who will regularly follow up with you until your issue has been resolved
- To protect your personal data, you will be asked to provide your name and other indicative data. The Advocacy team will authenticate every call

The Team

- The Advocacy team consists of associates who are familiar with the claim filing process
- All Advocates have extensive backgrounds in researching issues with health plans and providers. Advocates average 18 years of experience working with health plans and health care providers

What Information Do I Need to Provide?

You should have the following information ready before calling Advocacy:

- Issue description
- Health care provider
- Date(s) of service
- Claim amount(s)
- Health plan response
- Medication name and dosage (if Rx-related)

Advocacy is available to employees and their dependents enrolled in the medical (which includes prescription drug and mental health care), dental, vision, health care spending account, and dependent care spending account plans.

BMC Software, Inc. encourages you to take advantage of this valuable service