

NEED HELP WITH YOUR BENEFITS?

ADAPT  
COMMUNITY NETWORK

[we change]

CoPilot Advocacy is a service for ADAPT employees and their families where an independent benefits advocate is available to answer any questions or work to resolve any issues that arise related to your benefits 24 hours a day/7 days a week.

CoPilot™  
Benefits Advocacy

## ISSUES COPILOT ADVOCACY CAN HELP WITH INCLUDE:



Insurance  
Claims



Patient  
Referrals



Prescriptions



Enrollment  
Problems



Incorrect Bills  
From Doctors



Other Benefit  
Related Issues

## HOW COPILOT ADVOCACY WORKS

- 1 Employees or their dependents contact the CoPilot Advocacy team 24/7 at:  
**Email:** [copilot@pilotrb.com](mailto:copilot@pilotrb.com)  
**Phone:** 800-794-1215
- 2 CoPilot's intake team takes down your information to begin the process.
- 3 If required, CoPilot will send you an authorization form to allow CoPilot team members to speak with the insurance company, doctor's office, hospital, or pharmacy on your or your family's behalf.
- 4 A trained CoPilot Advocate will be assigned to your issue and work with you, your providers, and the insurance companies to resolve the problem.
- 5 CoPilot works closely with ADAPT's Human Resources Department and is well versed with ADAPT's insured benefits.

FOR MORE INFORMATION VISIT



Website: [pilotrb.com/copilot](http://pilotrb.com/copilot)

Twitter: [@pilotrb](https://twitter.com/pilotrb)

LinkedIn: [PilotIRB](https://www.linkedin.com/company/pilotrb)

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