

# You've got questions. We've got answers.

The **Surest health plan** puts you in the driver's seat so you can search and find the care you need, at prices you can see. When you have questions or need support along the way, our Surest Member Services team is just a click or call away.



Get the free Surest app for help at your fingertips.



## From the Surest app

**Chat** with a team member in real-time, Monday – Friday from 6 am – 9 pm CT.

**Email** us to get a response within 24 hours.

## From Surest.com

**Click** on the Menu button/icon and then select “Help and Support”. From here, you will see all the ways you can connect with Surest Member Services.

## From your phone

**Call** 866-683-6440 to speak with a Surest Member Services team member. Available Monday – Friday from 6 am – 9 pm CT.



## Clinical advocates

If you need help navigating care and support, the Surest Clinical Advocacy team can help. Our clinical advocates can offer guidance on providers, locations, and treatment options to support all types of care needs — from family planning and physical therapy to cancer treatment and gender affirming support.

To get in touch, call Surest Member Services at 866-683-6440 and ask to speak with a clinical advocate.

## Language support

Surest Member Services offers support to members in English and Spanish, as well as 240 other languages via an interpretation service. Call 866-683-6440 and ask to be connected with language support.