

"When you need us the most, we will give you our very best."

The Vault Cares Team is more than just a support service - it's a dedicated, experienced group of professionals who work behind the scenes (and directly with your members) to ensure better outcomes, streamlined access, and measurable savings for your health plan.

Whether your member is facing a complex diagnosis, needs a second opinion, or requires access to world-class care, our team is here - every step of the way.

Our Role in a Members' Healthcare Journey

- ✓ **Monitors Claims Activity for High-Cost Triggers**
We proactively review diagnosis and CPT codes, and claims data to identify members who may benefit from additional guidance or intervention.
- ✓ **Outreach Directly to Members**
Our team contacts identified members with a warm, personal approach - offering support, and education. We explain the process clearly and without pressure.
- ✓ **Coordinates Expert Second Opinions**
We help members connect with top specialists to review diagnoses and proposed treatment plans - often avoiding unnecessary surgeries or high-cost care.
- ✓ **Documentation, Scheduling & Travel**
We arrange and book all provider appointments, gather medical records, and make travel arrangements, so members can focus on their health.
- ✓ **Provides Ongoing Support**
We stay in touch throughout the member's journey - answering questions, addressing concerns, and ensuring appropriate follow-through and healing.



Why it Matters



Better Member Experience

Personalized, white-glove service from start to finish.



Lowers Plan Spend

Reduces unnecessary treatments & high-dollar claims.



Trusted Guidance

Real people guiding members through complex decisions.

Let's redefine what care can look like – for your plan, your employees, and their families.