

# HOPE TRUST®

## Health Options for Public Entities

### \*\*\* HOPE Trust Member Resources\*\*\*

Contact [hopenemberservices@clientsadvocate.com](mailto:hopenemberservices@clientsadvocate.com) or 800-331-0546 for all general inquiries and member needs including billing questions, replacement ID cards, forms, etc. Other resources are available through the member's portal found at [srm.vbagateway.com](http://srm.vbagateway.com) such as the Provider Directory, Plan Document, and various forms.

Additionally, members of the HOPE Trust Health Care Plan have access to a Clinical Team consisting of licensed professionals with the over-arching goal of connecting our members with quality healthcare at affordable prices. The HOPE Trust Clinical Team is here to support our members with the following:

- Help members evaluate care options to know the impact of their choices on their overall healthcare spend.
  - Example: Using **Preferred Providers** can ***eliminate or greatly lower*** out-of-pocket spend.
- Support members in locating contracted provider options for the care they need.
- Assist members with their plan selection to ensure their coverage will meet their healthcare needs.
- Build and promote programs which encourage health and wellness among members.
- Secure direct contracts with providers and facilities to ensure members have ample quality options to seek health care.
- Foster strong provider relations to improve both member and provider experience with HOPE Trust Health Care Plan.

Frequently asked questions could include, but not limited to:

- Can my family and I save money on our yearly healthcare spend by utilizing the HOPE Trust network of ***Preferred Providers***?
- What are my ***Preferred Provider*** options for the care I need?
- Is my doctor or facility in our network of contracted providers?
- Is the service my provider recommends covered under my plan?
- Is the medication my provider prescribed covered and are there any special provisions that we need to aware of? (i.e., pre-certification, step therapy, etc.)
- My healthcare needs are very complicated, what plan is going to work best me and/or my family?

***If you wish to set up a time for a meeting or conference call to take a deeper look at your specific healthcare needs and goals, please feel free to reach out via phone or email.***

### **HOPE Trust Director of Nursing**

Leah Wilson, BSN RN  
(309) 543-6631 x 103  
[leah@clientsadvocate.com](mailto:leah@clientsadvocate.com)



***Plan Administrator for the HOPE Trust Healthcare Plan***