



Call toll-free or email today to use your prepaid, confidential benefit!

1.877.598.8617

balancecare@eniweb.com



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Member Guide

BalanceCare® is a comprehensive, time-saving benefit that will assist you in fully understanding and utilizing your healthcare benefits.

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BalanceCare® is a comprehensive, time-saving benefit that will assist you in fully understanding and utilizing your healthcare benefits. Our wide-ranging health advocacy services assist you in managing and resolving health issues for you and your family.

How does BalanceCare work?

When you need help with a healthcare or insurance issue, simply call **BalanceCare** at 1.877.598.8617. You will have immediate access to one of our Balance Care Guides. Our experienced professionals are dedicated to providing the best solution for your individual needs.

Who is eligible?

BalanceCare is available to you and your eligible family members including spouses, parents, and dependent children. Call us if you have any questions concerning membership eligibility.

When is BalanceCare available?

You and your eligible family members have immediate access to confidential support, twenty-four hours a day, seven days a week.


Is my privacy protected?

We will handle your case with absolute confidentiality. **BalanceCare** will ensure that your medical and personal information is protected. Your employer does not have access to your confidential information.

Claims Assistance

BalanceCare will explain your benefit plan and assist you with insurance coverage issues, such as appealing denied claims and researching or resolving medical billing issues.

CONTACT US TODAY:

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Your health advocacy service helps you understand and utilize your healthcare benefits.

Use this confidential resource to help manage and resolve health issues for you and your family, including:

- Claims Assistance
- Benefit Coverage Verification
- ID Cards
- Prescription Drug Coverage Questions
- Appeals
- HSA/FSA Questions
- Health Benefit Education
- Provider Research

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