



Need a Hand? VEBA Advocacy Can Help

Navigating the health care system can be a confusing and complicated experience. The VEBA Advocacy Department is here to help. VEBA members can reach out to an Advocate when they are experiencing an issue with their insurance carrier or their health care providers. Here is a list of who to contact when you are experiencing any of the following challenges:



CONTACT VEBA ADVOCACY WHEN YOU...

- Are experiencing trouble with a doctor or insurance carrier
- Need help getting a referral or second opinion
- Have quality of care or other escalated issues



CONTACT THE INSURANCE CARRIER WHEN YOU...

- Need to order a medical ID card
- Need to change your Primary Care Physician
- Need help finding an in-network provider
- Have questions about a medical bill
- Have questions about co-pay, co-insurance or deductible
- Have questions about your coverage



CONTACT YOUR EMPLOYER WHEN YOU...

- Need to update demographic information
- Need to change your plan
- Have questions regarding premium costs
- Need to add or delete a dependent

HOW TO CONTACT

Call VEBA Advocacy toll-free at 888-276-0250
or email VEBAadvocacy@mcgregorinc.com.
You can also contact us through our website
at VEBAonline.com.