

Advocacy Solution

Athos Health Product Overview

Take healthcare off your HR teams' plate

HR professionals are on the frontline of daily healthcare questions, and often they have little support in directing employees to the help they need.

Our team handles your employees' questions and issues, taking the burden off your human resource team while feeling confident employees are getting the healthcare support they deserve.

I qualify for an experimental procedure, is it covered?

Is this provider in network?

Do I need a pre-auth for this procedure?

My claim was denied, what do I do?

Why was I charged for a preventive care visit?

I can't afford my deductible and coinsurance, what are my options?



Support for your people when they need it

Athos is a healthcare advocacy company focused on helping employees and their families work through the financial complexities of the healthcare system.



Pre-Authorization Appeals

We help employees fight denied services by supporting them through the appeals process with the carrier.



Medical Bill Review

We find errors or issues with medical bills that might otherwise be overlooked and work to fix the mistakes.



Denial Support

When denials or large out-of-pocket medical services occur, we appeal insurance company decisions and negotiate better prices.



Out-of-Network Support

Our advocates help employees navigate their healthcare benefits to ideally avoid or at least limit the impact of surprise medical bills.



Unaffordable Bills

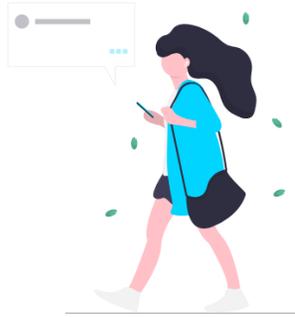
Many employees can't afford their out-of-pocket costs, we find ways to lessen the financial burden through financial assistance programs or payment plans.



Prescription Drugs

We work with pharmacies and drug manufacturers to find opportunities for your employees to save money on their prescription drugs.

One end-to-end platform to make it simple



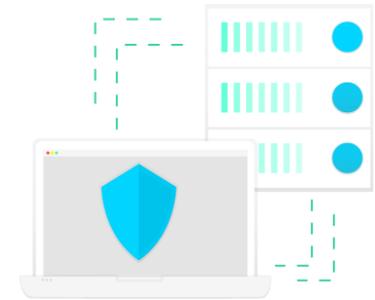
Communication

We make it easy for members to connect with an advocate by providing a platform to streamline document uploads, status updates, and manage conversations.



Education

Our library of self-help documentation and exclusive resources helps members make confident healthcare decisions. This includes a video series we did in partnership with KARE 11 an NBC affiliate called "Healthcare Hacks" and have continued the series on our own.



Security

Our secure web app provides members with the confidence that their personal health information is secure and kept private.

Work with an Advocate your way

We know each member is different, and so is their preferred method of communication. Our platform provides multiple communication channels that allow advocates to customize support to meet their unique needs.



Email

Members can connect with their advocate directly via email or submit a request to a generic email address
help@athoshealth.com



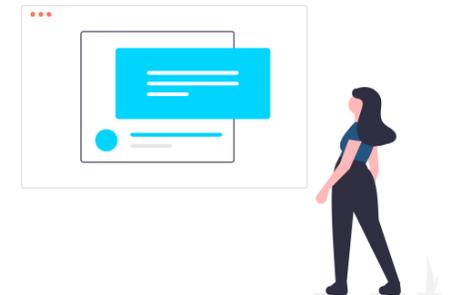
Text (SMS)

Our platform also supports SMS text messaging allowing members to directly communicate with their advocate



Phone Call

We have a toll-free number that members can use to contact us. In addition, each advocate has a personal line that can be used to contact them directly



In App Messaging

Members can reach out for help in the app via chat functionality or direct messaging creating conversations streams that are visible in their account history

Engaging content tailored to your members

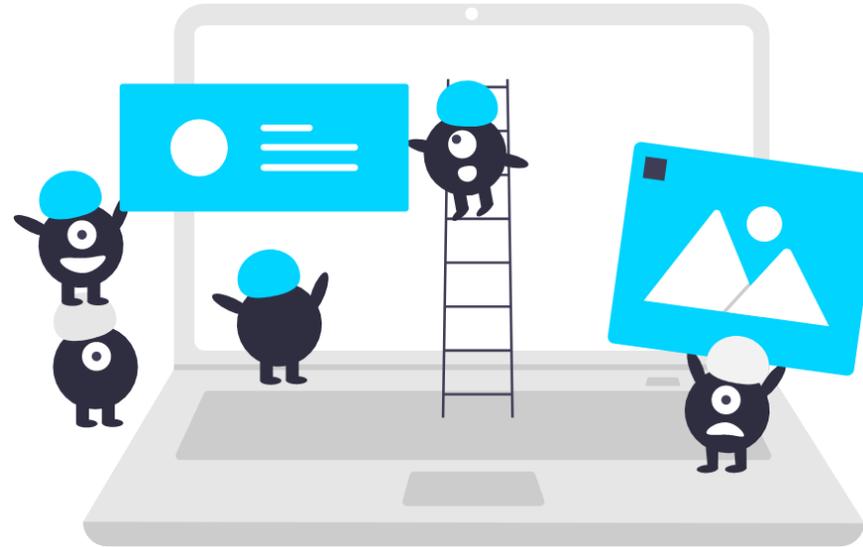
Each company we work with is unique in their needs. We customize our content to be engaging, relevant, and useful for your employees.

Insurance Basics

Members sometimes need a refresh on the basics, like the difference between a copay, deductible, and coinsurance.

Plan Overview

Healthcare plans change almost every year, we educate your employees on what has changed and how it may impact them.



Current Trends

Healthcare is ever evolving. Between the rise of hospital-based clinics and changes to preventative care guidelines, it can be hard to keep up with what is covered and how much it costs.

Preventative Action

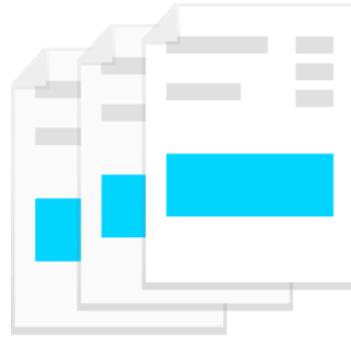
When gaps in coverage or other issues arise, we provide context and messaging to help members avoid these problems in the future.

Getting started is easy

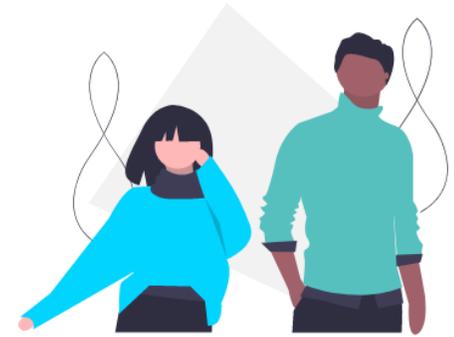
We make the onboarding process simple. You will just need to provide a few key pieces of information to get up and running. And did we mention the cost is only \$3.00 per month per employee?! **If only health insurance was this simple and affordable...**



Employee Data



Plan Documents



Insurance Contacts

Why choose Athos?



Recognized Industry Leader

We have received the Top Vendor Award from Shortlister for each of the past 10 quarters.



Employer Satisfaction

Our employer customers give us high marks for our service and are extremely satisfied.

91

Net Promoter Score

Employee Satisfaction

Our white glove approach is noticed by employees. We have NPS in the highest in the industry.

The Last Three Comments from our Members:

- *"My agent was thoughtful, informed and responsive -- I'd be happy (actually, grateful) to work with him again. Thank you!"* – Bob B. contacted us thinking a bill was wrong, when upon review it was correct.
- *"Thanks for the quick assistance."* – Daniel S. contacted us with a denied claim for \$1,386. We were able to get the claim reprocessed so that Daniel owed only \$222, saving him \$1,164.
- *"Colin helped me, and I'm satisfied he answered my questions"* – Angus P. contacted us with a benefit question.