



Health benefits just got a whole lot easier.

Let's face it, the health insurance industry has a bad rap when it comes to customer service. Complicated bills, long wait times, and confusing jargon . . . we all avoid it if we can.

Gravie is changing the narrative. We believe that health benefits are only effective when members understand how to use them, which is why Gravie Care is included with every plan.

Proactive

The Gravie Care team goes beyond fielding phone calls and answering questions — anticipating members' needs, helping resolve issues before or as they arise, and closing cases in record time. Gravie equips brokers with relevant tools and reporting to help employers and their employees stay informed and supported throughout the year.

Exceptionally useful

Today's consumers expect more from their service providers. Gravie Care offers an exceptional recruitment and retention tool for employers with a service that exceeds employees' expectations about their health benefits. With licensed insurance experts on speed dial, every employee will have access to helpful support when they have questions about bills, costs, network coverage, and beyond.

Simply, better

95% Gravie Care satisfaction

Gravie's Customer Satisfaction Score is 95% compared to the industry average of 74%.

"The customer service is definitely better with Gravie versus your mainstream carrier."

Gravie Member



Gravie Care advisors help members evaluate plan options, verify network coverage, locate providers, decipher EOBs and bills, and so much more.

Gravie health plan members are just a phone call or secure message away from someone who's on their side, willing to go the extra mile to help them make the most of their health plan year-round.

Have questions?

Call: 844.540.8701

Email: info@gravie.com

Meet Hannah

A Gravie Care advisor

When Hannah was 26 and being kicked off her parent's health plan, she didn't know the first thing about how to choose benefits, let alone how to use them. "They don't teach this stuff in school. It's like some big secret that no one's sharing!" Frustrated, she turned to the person she trusted most to help her make the decision — her dad.

But Hannah knows not everyone has someone who can help them understand their health benefits, and many of us want to understand it ourselves.

At this point in her career, Hannah has learned quite a lot and is **passionate about helping others** (even her friends and family) navigate their health benefits and actually benefit from them.



"A lot of people don't realize how much we, Gravie Care, can do for them. We have a great team of really knowledgeable people that actually want to help our members. No matter how small the question, it doesn't hurt to give us a call and ask. Everyone on our team is so happy and willing to answer your question."

Hannah, Gravie Care advisor

Going the Extra Mile

When severe winter storms swept through Texas in February, millions of homes and businesses were left without power – leading to devastating conditions, multiple deaths, food and water shortages, and critical road and business closures. In the midst of all this, the team at Gravie found out that one of their customers based in Texas was forced to shut down temporarily.

Once the Gravie Care team heard the news, they came together to figure out ways to help. They could not sit on the sidelines and watch the devastation on the news while knowing their customers were at risk. This company has over 200 employees, many of whom rely on daily prescriptions for their health and wellness needs. The urgent question Gravie Care advisors asked was, "What if the pharmacies near these individuals are closed, and what happens when they can't get the medication they need?"

The Gravie Care team went into action and pulled a list of the company's members who have regular prescriptions and called several pharmacies around the state, identifying the mere seven that remained open through the storm. Then, they made 70 phone calls to those employees to make sure they knew where they could go if they needed their prescription filled during that challenging time.

Not all member services departments are created equal. We're continuing to shift the story that many have told about their healthcare experiences, from one of frustration, waiting on hold, jumping through endless phone trees, to a reality where your health benefits plan team is watching the weather, anticipating what challenges you may have getting your needed care, and proactively calling to make sure you get the resources you need.