

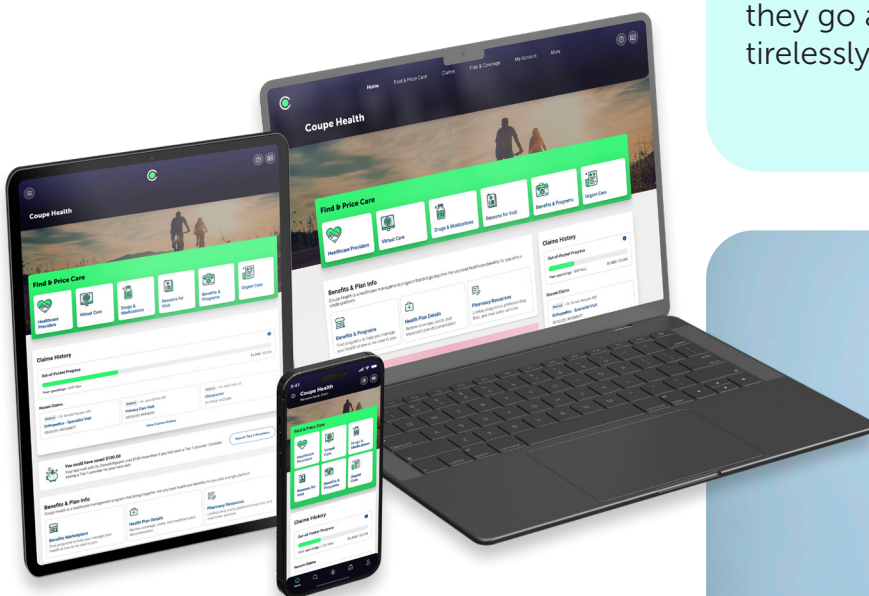
COUPE Health Valets

What is a Coupe Health Valet and how can they help me?

Your Coupe Health Valet is a concierge resource that can help you navigate your healthcare with confidence.

Health Valets can assist with a variety of different situations including:

- Finding a high-quality provider.
- Helping you understand different care options.
- Answering questions on all things Coupe, such as, billing questions, doctor questions or even general insurance questions.



COUPE HEALTH

Meet your Health Valets

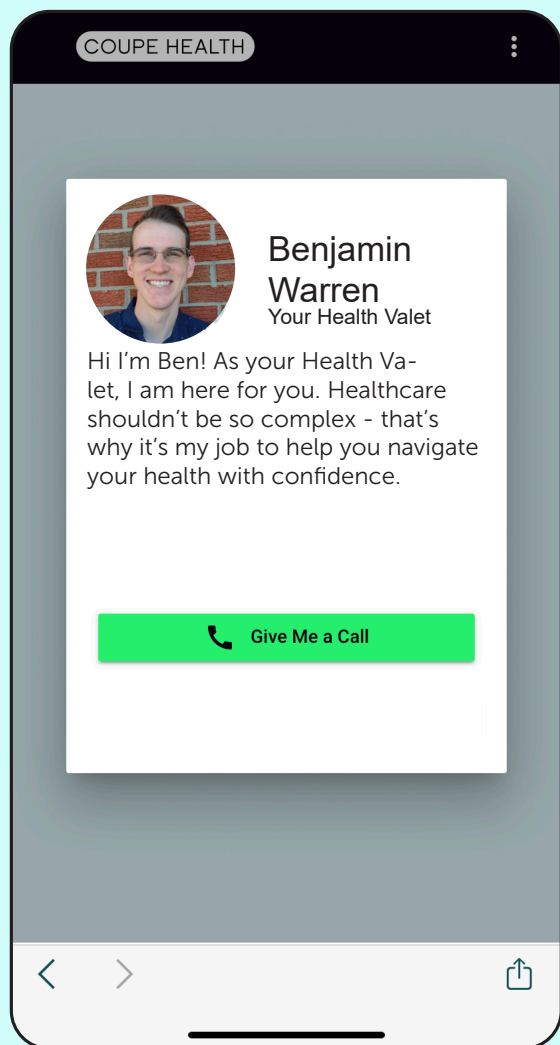
Health Valets work for you.

"I would like to let you know how impressed I am with the customer service I have received from the Health Valet Team. I know it is their job to be care support for a customer but they go above and beyond and worked tirelessly to resolve a problem I was having."

-Coupe Health Member



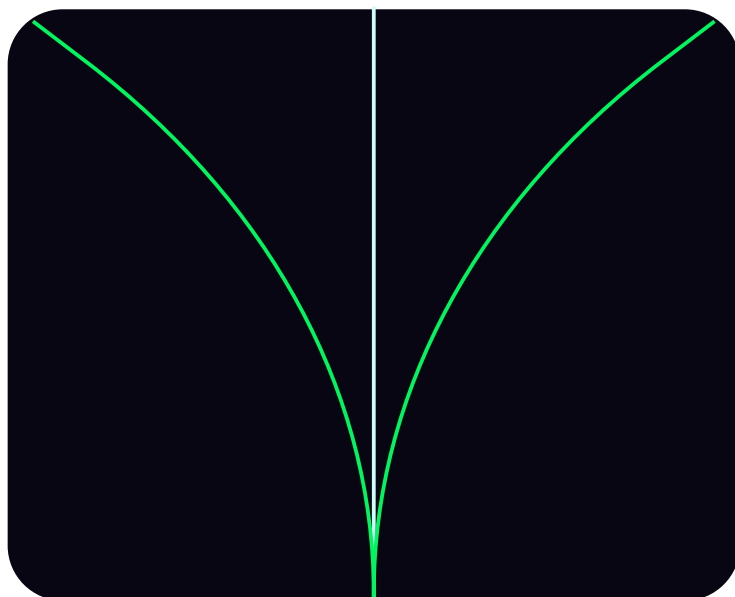
Will I only work with one Health Valet?



Each time you call or email the Health Valet Team you will be assigned a trained resource for your case. If the Health Valet you started to work with is unavailable, your case may be passed to the next available team member to assist you.

What is the easiest way to work with a Health Valet?

While you can reach out to your Health Valet via email or phone, email is the fastest way to interact with them. You can access your Health Valet Team from your Coupe Health Portal.



How do I contact the Coupe Health Valets?



Call the number on the back of your member ID card

What are the service hours for the Health Valets?



Monday - Friday
8:00 a.m. - 8:00 p.m. Eastern

CoupeHealth.com