

[BACKGROUND MUSIC PLAYING THROUGHOUT THE VIDEO]

Text On Screen - Health Care Advisor

[VICKI SPEAKING ON SCREEN]

VICKI: What do I like about my job?

[JESSIE SPEAKING ON SCREEN]

JESSIE: I have the ability to make an impact.

[NICKY SPEAKING ON SCREEN]

NICKY: I love my job so much. I've never loved a job this much.

[VICKI SPEAKING ON SCREEN]

VICKI: For me, it is truly, honestly, making a difference.

Text On Screen – Health Care Advisor is here to help you through your health journey

Text On Screen – They are ready to listen and act, working with. You step by step

[Behind the scenes footage, including the speakers being interviewed, different camera angles]

PRODUCTION CREW: And action.

[JESSIE SPEAKING ON SCREEN]

JESSIE: My name is Jessie and I am a care guide.

Text On Screen – Jessie, Health Care Advisor

The last thing that we want is for our members to not get the care that they need, just simply because they don't have an advocate.

Text On Screen – Nicky, Health Care Advisor

[NICKY SPEAKING ON SCREEN]

NICKY: And when you're in the midst of a crisis, a health crisis, the last thing you want to worry about is why is this claim not processing? Why am I getting these bills? I can help alleviate some of that worry for them so they can focus more on healing.

[JESSIE SPEAKING ON SCREEN]

JESSIE: I absolutely cannot do this alone. So our team consists of research advisors, nurses, pharmacists.

[VICKI SPEAKING ON SCREEN]

VICKI: I am a registered nurse.

[Close up video of Vicki's hands in her lap]

Text On Screen – Vicki, Registered Nurse, Nurse Advisor

Our objective is to truly meet the members where they're at and meet their needs. I love it when I call somebody and before I can even say hello, they're like, hi Vicki. How you doing, what's, you know. And I have been on the phone for an hour and a half with one member because they needed it.

[JESSIE SPEAKING ON SCREEN]

JESSIE: There's multiple people here all rooting for you and all ready to jump on board.

[NICKY SPEAKING ON SCREEN]

NICKY: And just knowing that there's that one consistent person that can help guide them through. I always tell my members, I may not have the answer, but I will find it for you.

[JESSIE SPEAKING ON SCREEN]

JESSIE: It will tear up because it's my passion. And this is why I do it. It's not an easy job. It's not an easy job because we take on so much from our members. And you can't do it without heart. You can't do it without your whole heart. Best job in the world.

Text On Screen - Health Care Advisor

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