sidecar health

Employer group support
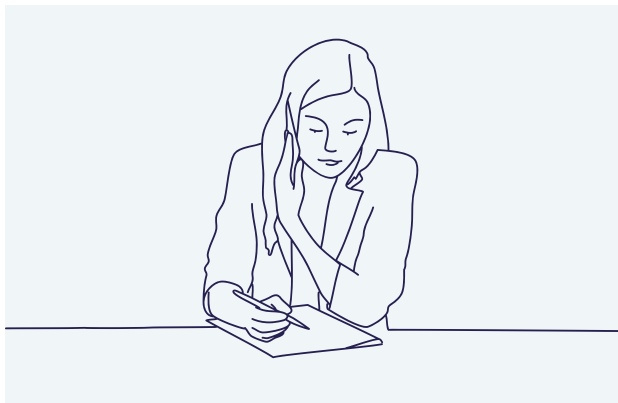
We're always by your side

Dedicated account managers

Onsite support

No more faceless insurance providers—get answers to all your questions from a real person onsite at your office.

Who's it for?
Service available to all groups during onboarding, and by request afterwards.

Enhanced account management

Your dedicated account manager monitors your account and provides direct support when your employees need it.

Who's it for?
All groups are paired with a dedicated account manager.

Have questions? We're real people, with real answers:

Chat with our Member Care team 7 days a week on our website or at **(855) 282-0822** TTY: 711.
Or visit **sidecarhealth.com/employerplanfaqs**.

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sidecar health

Using the Sidecar Health plan

We're always by your side

Access ensured

Provider location assistance

There's always a provider choice at or below the Benefit Amount or we will get you to one through the Provider Location Assistance process.

How to access:
Available to all members. Call Member Care.

Benefit Navigation

For members undergoing certain complex care, the Benefit Navigation Program provides personalized support from Member Care and clinical specialists.

How to access:
Member must have a complex medical condition or procedure, fill out an entry form, and be accepted by the Clinical team into the program.

Pre-existing healthcare needs

For members switching to Sidecar Health during ongoing treatment, we ensure continued care within budget, avoiding treatment gaps or surprise charges.

How to access:
Members must submit their current care plan to the Clinical team for evaluation within 30 days of the plan start date or prior to submitting the final bill. If accepted, services approved by the Clinical team will be provided for up to 90 days without balance billing, even if the care exceeds the Benefit Amount.

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