

We're always by your side

When you have a question, a real human, with real answers, is standing by. It's healthcare the way it should be.

START HERE

Member Care

When you call, we answer. No phone trees.



Call us at (855) 282-0822
Mon-Fri: 8am-8pm ET
Sat-Sun: 9am-5pm ET

Member Care is here to assist you with:

- Understanding Benefit Amounts for specific drugs or services
- Finding care, including urgent care, at or below Benefit Amount
- Increasing swipe limits on the Sidecar Health VISA benefit card
- Troubleshooting issues with the Sidecar Health VISA benefit card
- Requesting a new Sidecar Health VISA benefit card
- Connecting with a provider to explain Sidecar Health coverage
- Understanding or requesting Explanation of Benefits (EOB) documents
- Obtaining a prebill or good faith estimate from a provider
- Handling provider payments billed to member
- Medical expense management, including learning about payment options with Paytient

MEET US IN PERSON

On-site support

Personalized one on one support, at your office.



During our scheduled on-site visits, we're available to assist you with:

- Anything you might otherwise call Member Care for
- Onboarding support for new members
- General plan guidance or troubleshooting
- If interactions aren't resolved during the visit, a Field Support Representative will follow up.

Need to follow up with the Field Support Representative you met onsite?

- Send an email to Member Care with "ATTN FSR [NAME]" in the subject line and we'll get back to you.

We're just an email away
membercare@sidecarhealth.com
Subject line: "ATTN FSR [NAME]"