



**Good Samaritan**  
Direct Health

# GOOD SAMARITAN DIRECT HEALTH

**Good Samaritan Direct Health** is a unique partnership between Good Samaritan Hospital and SIHO Insurance Services. Good Samaritan is the area's leading healthcare provider and SIHO is an experienced health insurance organization for fully-insured and self-insured employers. This partnership will provide community employers with better access to care through Good Samaritan's Wellness Matters Clinic, an enhanced approach to ongoing wellness and care management services, and a focus on excellent customer service.

## MEMBER SUPPORT



**Member Services:** Our Member Services team is dedicated to providing assistance to members. Our team has the training and resources to help each member navigate through their healthcare experience.



**Wellness Matters Clinic:** All employers that elect Good Samaritan Direct Health will have access to the Wellness Matters Clinic. This helps ensure that members are able to easily obtain Primary Care Services, often at no cost to the patient due to the program being automatically included within the insurance offering.



**Disease & Case Management:** Members that need assistance managing chronic or acute conditions will have the opportunity to work directly with a nurse throughout their health journey. Programs will also be provided to employers specific to the conditions prevalent within their member population.

## EMPLOYER SUPPORT



**Account Executive:** Each client is guided by the Account Executive through all stages of benefit plan implementation and beyond. Account Executives offer their expertise to the client to ensure that administration of the health plan operates efficiently.



**Employer Services:** The Employer Services Department partners with Account Executives and is a dedicated resource for brokers and employer Human Resources departments regarding day-to-day questions on items such as benefit education, claim inquiries, eligibility and billing.



**Local Partnership:** Good Samaritan and SIHO are committed to effectively servicing area employers with their health insurance programs. Our model ensures that local employers have additional options and support when making important health insurance decisions for their employees and their families.

## Connect with us!

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Administered by:

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SERVICES