

## Getting Started with CareGuard is Easy!



Our Care Advocates will call you to explain our processes, gather your doctor and pharmacy information, and obtain a list of current medications you are taking related to your injury.



Next, our Care Advocates will reach out to your doctors and pharmacy to provide them with the new billing information related to your injury.



After becoming a member with CareGuard, within 1-2 days you will receive a CareGuard welcome packet in the mail. It contains your CareGuard card and 3 provider instruction cards. You can give the instruction cards to your doctor, provider or pharmacy, so they understand how to bill us.

## Using the card

When you go to the doctor or pick up a prescription at your pharmacy, show your CareGuard card just as you would an insurance card. This helps you save on average 62% on provider bills and 28% on prescriptions. You will not undergo utilization review or risk having treatments denied.

## Online Portal

Visit [portal.careguard.com](http://portal.careguard.com) to view all activities related to your account, upload receipts related to your injury for reimbursement and see spending and saving trends. If you are going to the portal for the first time, register by giving your email and member number information.



## Questions? Call us at 1.877.275.7415

To know more about how to become a CareGuard member, call us at 877.275.7415 or email us at [referral@careguard.com](mailto:referral@careguard.com). Our team speaks Spanish, Portuguese, Italian, Ugandan and have reliable translators for other languages. We are also available 24/7 through the chat feature of our website.