



Shield Concierge, ready to help

Get help fast with one call to your Shield Concierge team

Your Shield Concierge is a team of registered nurses, health coaches, social workers, pharmacy technicians, pharmacists, and customer service representatives, all working together for you. They are ready to help you:

Find a new doctor or specialist

If you need a new doctor, you can rely on Shield Concierge. Call us and we'll help you locate a doctor or specialist when you need one.

Continue receiving care without interruption

If you're new to Tandem and have an existing health condition, we're here to help. Even if you're pregnant, about to undergo surgery or currently being treated for a condition, Tandem and your Shield Concierge team can help coordinate your care.

Transfer your prescriptions and medical records

We can help you get started with your Tandem plan by assisting with transferring your prescriptions and medical records to our network providers.

Understand your plan benefits

When you're not sure what your plan covers, call your Shield Concierge team. We will take the time to make sure we answer all your questions about what you can expect from your plan.

Get answers to your drug and medication questions

Whenever you have questions about a prescription or a vitamin or supplement you're taking, call Shield Concierge.

Answer questions about your doctor's instructions

Sometimes you'll think of a question for your doctor after you've already left your appointment. No problem. If you're not sure about instructions you received, we'll follow up for you. We can even call the doctor's office with you.

Call Shield Concierge for help with:



Health Services



Pharmacy



Enrollment



Claims



Appeals

Continuity of care

Are you now receiving treatment through another health plan's benefits? You can count on your Shield Concierge team for continuity of care and a smooth transition to the Tandem PPO plan. We can coordinate your care in a variety of areas:

- Addressing the needs of an acute condition that requires medical attention
- Transitioning pregnancy care, including the immediate postpartum period
- Providing care for a newborn child younger than 36 months



Your Shield Concierge team is ready to help you

Shield Concierge customer service representatives are available between 8 a.m. to 5:30 p.m. PST, Monday through Thursday; 9 a.m. to 5 p.m. on Friday, at **(888) 319-5999**.