



**HOW
H-CAT
CAN HELP:**

	Coverage Type									
	Not sure or need help identifying your health plan or coverage type	Individual plan regulated by MIA	Employer-based plan regulated by MIA	Other insurance regulated by MIA (LTC, dental, vision, catastrophic, etc.)	Medicare Supplement	Medicare (Part A or B) or Medicare Advantage (Part C)	Medicaid	Veterans (VA) or TRICARE	Self-insured (ERISA and non-ERISA)	Uninsured or under-insured
Answer questions about health insurance, how to get it, or how to use it	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Offer materials explaining health insurance	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Understand your specific concern then suggest next steps to address it	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Connect you directly to the right entity to help you	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Be an MIA-based ally to "walk with" you (if you want) until your concern is addressed	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Explain how to file a formal complaint or grievance, with MIA internal follow-up	YES	YES	YES	YES	YES	No	No	No	No	No