



## Acadia Benefits Employee Advocate

Understanding claims, referrals, and making sense of bills can be overwhelming and complicated for your employees and their dependents. Acadia Benefits provides Employee Advocate services to ensure issues are resolved timely, accurately, and seamlessly. Employees and their dependents can contact our Employee Advocate, Sara Closson to help with:

- Claims resolution
- Referral and authorization assistance
- Issues with prescription drug coverage

Having spent her career working in claims resolution for a major insurance carrier, Sara has an excellent understanding of insurance and what is required to "work within the system" to obtain a timely resolution to problems.

We ask that employees and/or dependents contact the carrier at least once to resolve their issues. If assistance is still needed, please contact Sara, whose services are provided at no cost.

### Contact Information

Phone: 207.523.0065  
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