

Meet Stephanie, Your Member Services Specialist!

Hello!

My name is Stephanie Berry-Terry and I am excited to let you know that I am your Member Services Specialist. I am here to help all members of the health plan with any questions & issues you may have regarding billing, insurance or claims.

I serve on your Hero Health team with your Nurse Navigator. I look forward to helping you!

All my best,
Stephanie

How I Help



Insurance verification at your Provider's office



Billing Issues



Portal Registration to view your ID Card, Accumulators, & Claims



Answer questions you may have about your Claims



About Stephanie

- Grew up near the beach
- Attended the Art Institute of Florida for Interior Design
- Mom to 3 great kids
- Enjoys crafting and loves animals

About My Service



All information is private and not shared with your employer

All services are confidential and HIPAA compliant

I'm here for you!

My work hours are M-F 8am-5pm ET

Call or Text: 919-914-9631

Email: Stephanie@HeroHealthPlans.com