



What Our Members Are Saying

“Natalie was very helpful in making sure I was able to find a primary care provider. She also reached out to different providers until I was satisfied. Natalie was great to work with. She responded to my emails and texts; she was just awesome. She made my day with her **great customer service!**”

“The entire Vitori team has been **relentless in solving my problems** and following up every step of the way. Thank you!”



“Robin has been extremely helpful and continues to ensure that **my wife is taken care of.**”



“Working with the hospital has been very hard, and your staff has helped me so much over the last year in getting things straightened out. I truly **couldn't have done it without them.** Special thanks to Jeff and Melinda, who both worked with me on multiple occasions.”

“I had the recent pleasure of speaking with Bethany at the concierge number. She was very **informative, kind, empathetic, and patient** as I peppered her with questions regarding my plan and recent claims. I wanted to send you this email to ensure her excellence didn't go unnoticed.”

“Honestly, I have some serious problems that need to be addressed. Jessica not only made me stay with my job, she gave me hope. I'm crying writing this because I have not ever had anyone go **above and beyond** like that for my mental health. I really appreciate it!”



“ Since working with Vitori, they have gone **above and beyond** my needs. There’s been a lot of back and forth with my children’s pediatrician office. Kenny has made every effort to make sure that I get what I need and also makes sure that the office understands what my policy covers.

I truly appreciate it as he’s **very responsive** in text, which has made things **so much easier**. I appreciate his customer service and how he has handled challenging issues.”

“ Amazing customer service team! They were kind, efficient, and have **great follow up!**”

“ Liz did a great job and followed through until I was confident everything was set. It was a **great relief!**”

“ The member advocates were **very fast to respond** to my inquiry and assist me!”

“ Shana has by far been the best aide, for lack of a better word, that I have ever had the pleasure of working with—**ever!**”

“ Vitori did a great job helping to find the care that I needed for my daughter. **Good people on your team!**”

“ Impeccable, professional customer service. I had my doubts but I'm very surprised how they worked so hard to keep me with my doctors. **Job well done...** from helping me get into my account to helping me **stay with my doctors** and explaining my plan. Thanks to all three customer service representatives!”

“ Michele helped me find **at least two options** for a Primary Care Provider. I had tried by myself with no success.”



“ Wonderful support! Went above and beyond to find an imaging center as well as complete prior authorization. **Grateful for the assistance!**”