Garner, your free healthcare benefit

garner™

What is Garner?

Garner is a free healthcare benefit offered by your employer.
It's free to use at no cost to you.

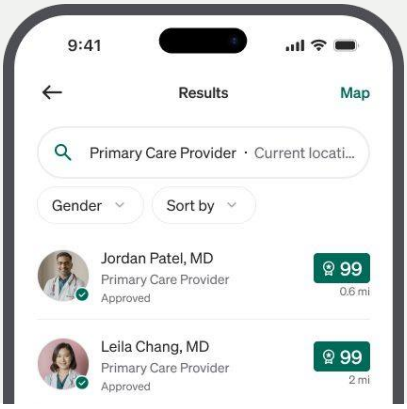
Garner helps you find the best doctors near you

Get money back on your medical bills **up to your benefit amount** for you and your family

Follow the steps below to get reimbursed.

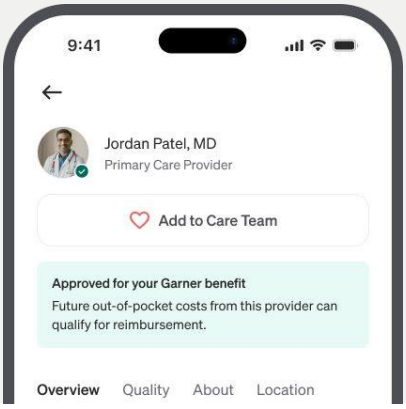
01

Search for top doctors in the Garner app



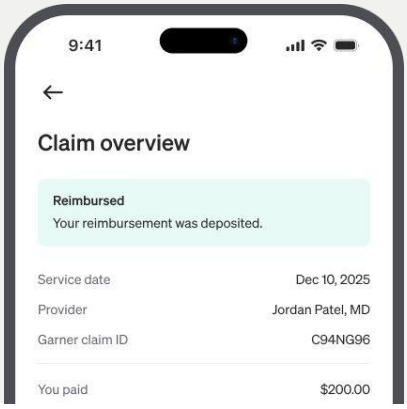
02

Add doctors to your Care Team before your visit



03

Get reimbursed for your out-of-pocket medical bills



Get reimbursed up to your benefit amount for you and your family.

Scan the QR code to create an account

garner.guide/create-my-account

Need our help?

You can contact our Concierge team via in-app chat or at concierge@getgarner.com after creating an account. Starting August 4, 2025, hours will extend to Mon–Fri, 8 a.m. –10 p.m. ET (previously 8 a.m.–8 p.m. ET).

Expert help when you need it. Garner's Concierge is here for you

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As your first line of expert assistance, Garner's Concierge team is committed to answering your questions and helping you find the best care for you and your family. Whether you need help understanding your Garner benefit, finding Top Providers, or have questions about claims, our professionals are here to assist.

Hear what members are saying about the Garner Concierge:

"Everyone at Garner is very responsive and I've had all my questions answered promptly. Thank you."

"Concierge service is excellent. Quick, thorough responses to my claim submissions. Very professional!"

"I'm loving the Garner app. The concierge function is amazing — I love that I can get fast answers."

FAQs

Q: What if I do not understand how to use my Garner benefit?
A: The Concierge team is here to help you understand your benefit. They can explain the reimbursement process, help you search for providers, and answer any questions you have.

Q: Can the Garner Concierge help me find a new provider?
A: Yes! The Concierge can help you search for and add a Top Provider to your list of approved providers and your Care Team. Our Concierge staff will help you find the right specialist or PCP for your conditions and ensure providers can handle specific cases, have availability, and are in-network.

Q: What if I cannot find my Nurse Practitioner (NP) while searching for providers?
A: These providers are not listed in the app. Contact the Garner Concierge to confirm whether your Nurse Practitioner (NP) provider is approved for your Garner benefit. If they practice under a doctor who is a Top Provider, the Concierge can add your Nurse Practitioner (NP) provider to your list of Approved Providers and your Care Team.

Q: What do I do if I have a question about a claim?
A: To ask about your claim, contact the Concierge with the total claim amount, date of service, provider name, and procedure description. They will get back to you within one business day.

Q: How do I contact the Concierge?
A: You can message the Concierge through in-app chat, phone, or email at concierge@getgarner.com, Mon-Fri 8:00 a.m. to 10:00 p.m. ET.

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