

# Conversation Guide for Requesting Avela Health

When talking with your health plan, use these talking points to guide the conversation.

## 1. Start With Who You Are

“Hi, I’m a parent and a member of your plan. I’m calling to request that you consider adding Avela Health as an in-network provider for autism-related services.”

## 2. Why You’re Reaching Out

“We’ve identified Avela Health as a provider that meets our child’s needs—but they’re currently not in-network. I’d like to know how to formally request coverage or start the process of adding them.”

## 3. What Avela Health Offers

“They provide autism evaluations and therapy that are relationship-based, evidence-backed, and tailored to each child. It’s care we can actually access—and it works for our family.”

## 4. Why You’re Requesting This

“There are no comparable providers available to us in-network. The ones we’ve found either have long waitlists or offer care that doesn’t fit our child’s needs.”

“Waiting months—or years—for services just isn’t an option. Every week we wait makes things harder for our child and our family.”

## 5. If They Ask About Cost or Coverage

“Their approach is not only high quality, but cost-effective. Other plans they’ve worked with have seen meaningful savings while improving care access for members.”

## 6. If You Want to Offer More Information

“Their website is [joinavela.com](https://joinavela.com) — and they can be reached at [partners@joinavela.com](mailto:partners@joinavela.com) if someone from your network team wants to connect.”

## 7. End With a Clear Ask

“Can you tell me what steps I need to take to submit this request formally—or who I should speak with next?”