



HealthAdvocate™

Your Lifeline for Healthcare Help



866.695.8622

HealthAdvocate.com/members

Find the right doctors

We'll also locate the right hospitals, dentists and other leading healthcare providers anywhere in the country.

Schedule appointments

We can help expedite the earliest appointments with providers, including hard-to-reach specialists, and arrange treatments and tests.

Resolve benefit issues

Turn to us for help resolving claims issues, untangling medical bills and coordinating benefit

Assist with eldercare

We address senior issues such as Medicare and related healthcare issues facing your parents and parents-in-law.

Assist in the transfer of medical records

We'll also handle the details of transferring X-rays and lab results.

Work with insurance companies

Our team works on your behalf to obtain appropriate approvals for needed services.

Get your questions answered

We help you become informed about test results, treatments and medications prescribed by your physician.

Help to make informed decisions

We will research conditions and treatment options, and facilitate second opinions.

Help is Only a Phone Call Away

Call 866.695.8622 today. Your Health Advocate benefit is paid by your employer or plan sponsor and covers eligible employees, their spouses, dependent children, parents and parents-in-law.



Download our **NEW** SmartPhone App
App Store / Google Play

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate complies with all government privacy standards. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

HealthAdvocate™
Always at your side

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Get Started Guide

Your Lifeline for

{ Navigating the
Healthcare and
Insurance Maze

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Welcome to HealthAdvocate

You have complete access to our comprehensive Health Advocacy service at no cost, courtesy of your employer or plan sponsor. Our program is designed to help you and your family navigate healthcare and insurance-related issues, resolving problems that you may encounter.

This guide provides an overview of how Health Advocate works and the many ways we can help you. Remember, if you have a question or need assistance, we're a phone call away. **We look forward to serving you.**



our
side™

We are here to help you

During your first call, you will be assigned a Personal Health Advocate who will begin helping you right away.

Personal Health Advocates are typically registered nurses, supported by medical directors and benefits and claims specialists. They'll help cut through the red tape and assist with complex conditions, find specialists, address eldercare issues, clarify insurance coverage, work on claim denials, help negotiate fees for non-covered services **and get to the heart of your issue.**

The Many Ways Health Advocate Helps

Don't Know Where to Turn? We point the way.

- Find the right doctors, dentists, specialists and other providers
- Schedule appointments; arrange for special treatments and tests
- Locate the right treatment facilities or clinical trials
- Answer questions about test results, treatments and medications
- Arrange second opinions; transfer medical records

Confused by Health Insurance? We cut through the red tape.

- Clarify benefits
- Get to the bottom of coverage denials
- Uncover billing errors
- Get appropriate approvals for covered services
- Supply providers with information needed to pay a claim

Want to Save on Healthcare Costs? We help find solutions.

- Find options for non-covered services
- Negotiate payment arrangements with providers
- Provide information about generic drug options

Need Eldercare Services? We're there for you.

- Find in-home care, adult day care, assisted living and long-term care
- Clarify Medicare, Medicare Supplement plans and Medicaid
- Coordinate care among multiple providers
- Research transportation to appointments

We'll help you starting **Now.**

Just call (toll-free) **866.695.8622**

Give us your healthcare and insurance problems

We'll take care of you

Medical Claims Problems

Sara had been trying to get coverage for a recent hospital stay. Health Advocate found a coding mistake on the bill and worked with her doctor, hospital and health plan to correct it so the claim could be reprocessed, saving her \$10,000.

Complex Healthcare Issues

Jeanna's son was diagnosed with a rare cancer and needed comprehensive medical care. Health Advocate found specialists and a treatment center, and helped schedule appointments.

Insurance-related Problems and Red Tape

Gina's husband needed surgery for a life-threatening condition, but the paperwork approving the procedure got "lost in the system." Health Advocate tracked down and coordinated the paperwork between the doctor, insurance plan and hospital, and helped convince the insurance company to permit a prompt operation.

Eldercare Problems

Alan needed services for his mother who lived out-of-state and had a number of medical and mental health problems. Health Advocate found home healthcare and subsequently a nursing home with an Alzheimer's unit for his mother's long-term care.



We Save You Time, Money and Worry

Your whole family can use Health Advocate

Eligible employees, their spouses, dependent children, parents and parents-in-law can call as often as needed, at no cost to you.

We're not an insurance company

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

Your privacy is protected

Our staff follows careful protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.

We're here when you need us most

Health Advocate can be accessed 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm, Eastern Time. Staff is available for assistance after hours and on weekends.

Stay Connected



866.695.8622



Email: answers@HealthAdvocate.com

Web: HealthAdvocate.com/members



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