

HealthAdvocate Core Health Advocacy

Features



HEALTH
Advocate™



Meeting Every Need

Efficient and Dependable

The Personal Health Advocate (PHA) is a trained professional, typically a registered nurse, supported by medical directors and benefits and claims specialists, who understands the intricacies of the healthcare system and how to navigate through it. As soon as a member contacts us, they establish a relationship with a PHA who stays with them through to the resolution of the problem. Our PHAs demonstrate a commitment to service excellence, have strong problem-solving skills, and support members as they seek healthcare services and interact with providers and insurers. Personal Health Advocates assist with clinical issues, claims, benefits, grievances, paperwork and other needs.

Health Advocate can be accessed 24/7. Our normal business hours are Monday–Friday between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

Health Advocate is always at your side.



HEALTH
Advocate[™]

Clinical Support Services

Care Coordination

The Personal Health Advocates help members coordinate care among physicians and medical institutions in various ways:

- Help members understand tests, treatments and medications recommended or prescribed by their physicians
- Assist members through complex medical conditions
- Facilitate the transfer of medical records, X-rays and lab results prior to a scheduled appointment with a new physician
- Arrange for home care equipment following discharge from the hospital
- Facilitate a review of test results with another physician for confirmation of a diagnosis
- Coordinate, and make arrangements for, diagnostic tests
- Coordinate care for a member with complicated medical issues
- Consolidate a multiple-day testing schedule for special needs members
- Arrange for a member to be evaluated for participation in a clinical trial
- Coordinate hospice and other services for terminally ill members
- Foster communication, and coordinate benefits, between physicians and insurance companies

Advocates of Excellence™

Helps members with rare, serious or complex medical conditions identify top medical institutions, critical illness providers and specialized medical programs across the country. Our Personal Health Advocates will schedule appointments and research transportation and lodging when necessary.

Physician Locator™

Helps members identify primary and specialist physicians, hospitals, dentists and related healthcare providers. Our first focus is on network relationships to help members use their benefits to their best advantage.

R_x Advocate™

The Personal Health Advocate can provide members with assistance on prescription drug issues, including formulary and benefit questions.

- Help members better understand multi-tiered pharmacy benefit plans
- Provide information for renewing prescriptions
- Provide information about generic drugs
- Locate lower-cost sources for prescription drugs that are not covered by their health plan
- Assist members in obtaining mail-order prescriptions
- Resolve questions between members and pharmacies regarding the amount of product requested and the amount dispensed

Administrative Support Services

Benefits Advantage™

Personal Health Advocates help sort out and resolve claims and related paperwork problems. We work on coverage issues and help members understand the coding and payment rules that apply to their circumstances. Examples of how we help include:

- Research a member's outstanding out-of-pocket responsibilities and resolve errors with providers and/or health plans
- Resolve eligibility problems and benefit and claim denials
- Review questionable bills to identify duplicate or erroneous charges
- Resolve questions about whether services are condition-specific or related to preventive care
- Coordinate benefits between dental, medical and other healthcare providers
- Resolve incorrect plan procedure interpretations, such as emergency room claims denied for a lack of pre-certification
- Assure correct application of provider network status
- Uncover errors in processing of "blind" network provider discounts
- Provide payers with additional information required to correctly pay a claim or apply a benefit
- Resolve coordination of benefits disputes between multiple carriers
- Satisfy plan requests for copies of referrals
- Identify and resolve errors in the application of deductibles and co-payments
- Provide the correct member insurance information to providers

Health Cost Estimator™ (HCE)

HCE provides members with ZIP Code-based cost estimates for common medical services and procedures. Personal Health Advocates provide members with personalized reports highlighting cost estimates for the service in question, and will help answer any questions members may have.

Fee Negotiation

When necessary, Health Advocate can attempt to negotiate fees with healthcare providers to lower the member's out-of-pocket costs. This is often done prior to the member receiving services not covered by insurance.

Appeals Advice

Our first approach is to resolve disputes and issues through discussion; however, when appropriate, we will provide advice or assistance to members when filing a complaint or grievance with their health insurer or health plan administrator. We can provide the member with guidance regarding their appeal rights and when all other means have failed, and we agree that the issues are valid, we can help the member formulate the argument, gather supporting documentation and write the letter of appeal to the health plan. In addition, and if appropriate, Health Advocate can telephonically represent a member during a hearing.

Coverage Advantage™

If there are questions about coverage for a service, or if coverage for clinical care has been denied, the Personal Health Advocate can help members with the review and appeals process. We can also assist in identifying alternative coverage options. Here are ways we can help:

- Obtain exceptions for a member to see providers outside of their capitated relationships
- Obtain referrals for required services
- Locate in-network suppliers and obtain plan approval for the use of out-of-network suppliers for necessary healthcare equipment and medical supplies that are not available from in-network suppliers
- Obtain transitional care coverage at an in-network benefit level when medically necessary
- Resolve questions about denial of benefits deemed to be non-covered, not medically necessary or ineligible
- Counsel members regarding current benefit costs and the cost of alternative approaches
- Help members understand the process for obtaining coverage for medical equipment, devices, supplies (e.g., hearing aids, diabetic supplies, compression stockings)
- Answer coverage questions
- Provide information regarding benefit level coverage comparisons for various providers
- Transition members from out-of-network to in-network providers
- Assist members with the preauthorization and predetermination process
- Locate hard-to-find IV drugs or home care services to facilitate hospital discharge
- Assist employees with disability coverage questions and help them get back to work
- Resolve eligibility questions involving disabled dependent rules, Family Medical Leave Act, COBRA, etc.

Healthcare Coaching

Personal Health Advocates provide members with the information necessary to help them become active participants in the management of their health. The PHAs assist in the following ways:

- Prepare members for visits with physicians and other providers
- Help members better understand serious or chronic conditions
- Answer questions, and provide information and resources about medical terms, tests, medications and treatments
- Locate the right doctor for a second opinion

Information and Resource Support

CareQuest™

Health Advocate helps locate and make arrangements for members' special service needs. The individual member is responsible for payment of any specific services arranged on a fee-for-service basis that are not covered by an insurance plan. Examples of services we can provide include:

- Locate homemaker, adult day care and rehabilitation services not covered by the member's health plan
- Locate inpatient private duty nursing
- Find a group home for individuals with special needs
- Locate home health aides
- Help members complete qualification applications for individual coverage options, including Medicaid and Medicare

M.D. Direct™

In the case of a serious medical illness, Health Advocate can help members and their families find the right physician for second opinion consultations. We can help arrange appointments and research questions about diagnoses, treatments and available support systems.

Complementary and Alternative Medicine

Health Advocate helps identify and coordinate a range of wellness services including those offered by Complementary and Alternative Medicine (CAM) practitioners, in areas such as acupuncture, chiropractic care and massage therapy.

Mind Matters™

If necessary, Health Advocate can help members find an appropriate mental health provider to meet their specific needs.

Healthy Wheels™

Health Advocate helps research transportation services to support our members' healthcare needs.

Senior Care Navigator™

For employees or family members approaching retirement, or who are already retired, we offer access to a wide array of services specifically geared for seniors. Our Personal Health Advocates understand senior members' needs and can help members select the appropriate professionals. Here are ways we can help:

- Locate alternative care facilities
- Obtain coverage for medical supplies
- Provide information on adult day care programs
- Coordinate coverage for home care services with Medicare and Medicaid
- Assist with the transition of insurance coverage and benefits, from private insurance to Medicare
- Locate physicians who make house calls for people who cannot easily get to the doctor's office

Wellness

For those members looking for a personalized approach to weight management, getting and staying in shape and stress management, Health Advocate can help locate providers and arrange appointments for these services.

Get started today

Maximize the value of your benefits with Health Advocate

For Additional Information

Please contact Health Advocate at:

Administration & Sales

866.385.8033, prompt #2
info@HealthAdvocate.com

Members Only

866.695.8622
answers@HealthAdvocate.com

Website

HealthAdvocate.com





The Total **Solution**

Core Advocacy

- Personal Health Advocates handle a range of clinical and healthcare insurance issues
- Interacts with providers and insurance
- Gets the right answers at the right time



Complementary Solutions

- Benefits Gateway™ and Health Information Dashboard™
- Wellness Advocate™
- EAP+Work/Life™
- Personalized Health Messaging™
- Tobacco Cessation™
- NurseLine™
- Medical Bill Saver™
- MedChoice Support™
- Enrollment Advocate™
- FMLA Support™
- Independent Appeals Administration™
- External Appeals Administration™

About Health Advocate

Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, serves more than 8,000 clients including the nation's leading companies—providing more than 22 million Americans with expert, personalized help to resolve healthcare and insurance-related issues. The company offers a spectrum of add-on time- and money-saving solutions designed for both employers and employees.

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