

Health Advocate **Enrollment Advocate™**





Above + beyond basics

Major changes call for major support. We're there for you.

The demand on the Human Resources department to educate employees about benefits is especially challenging when there has been a major change such as switching to a consumer-driven health plan. This time-consuming task can overstretch resources, especially if HR has been downsized.

Our seasoned team of benefits experts can step in to help just when you need it most. As an enhancement to Health Advocate's Core Advocacy program, our Enrollment Advocate service, available for an additional cost, offers a valuable resource to help your employees truly understand the details of all your plans, as well as options to get the most out of them. No matter what your special needs are, this extra help ensures better understanding, better selection and better compliance. Your HR staff can become more strategic with more time for other priorities.

Your needs don't always fit the mold. We go above and beyond to take the pressure off



HEALTH
Advocate[™]

A trusted name in healthcare advocacy

Since 2001, Health Advocate, Inc., the nation's leading independent healthcare advocacy and assistance company, has been helping employees and their families and clients navigate the healthcare system. Our Core Advocacy service is centered around a team of highly experienced Personal Health Advocates (PHAs), including registered nurses, medical directors and benefits and claims specialists. PHAs assist with a full range of issues from resolving billing problems to locating high-quality care, to finding eldercare.

As part of our spectrum of add-on solutions, available for an additional charge, our Enrollment Advocate program complements our Core Advocacy service. We leverage our expert assistance to get employees the right answers to their benefit questions at a time when your organization is undergoing major changes.



Support, made-to-order

A trusted partner when you need it most

Whether you've had a major change to your benefits, your workforce or your Human Resources department, Enrollment Advocate can be there to give you the kind of enhanced support you need to make the presentation of your benefits run smoothly.

We listen one-on-one to your employees' benefits questions. We provide easy-to-understand information about the details of each plan, including any changes or additions. And, we educate about buy-up options and consumer-driven health plans, and also how they can be paired with pre-funded health spending accounts for greater savings. Employees can call us anytime they want.

Our service is truly personalized

We can help educate employees about the plans that cover specific issues, such as pre-existing conditions, mental health or infertility. Because we are independent and fully compliant with HIPAA, they can be assured that personal health questions are kept strictly confidential.

Spending the time your employees need to fully understand your benefits ensures confidence that they are choosing the right plans to suit their needs, and that they are getting the most out of their benefits. You'll see increased enrollment and better plan selection. And that can lead to lower costs.



We simplify, educate and **ease the burden**

Our Enrollment Advocate program fosters complete understanding of your benefits so employees can choose the plan that is best for their—and their families’—needs. Here are key features of the program:

Personalized, knowledgeable help. Our highly experienced benefits specialists know the intricacies of the healthcare and insurance systems, and take the time to listen to questions.

Provides details in plain language. Employees receive clear explanations of each plan, including premiums, deductibles, co-pays and coverage limitations.

Educates about changes and new options. We explain the pros and cons of adding pre-funded health spending accounts—including health savings accounts (HSAs), flexible spending accounts (FSAs) and health reimbursement accounts (HRAs)—to a consumer-driven health plan, and how best to use them.

Address specific issues. Employees are guided through their options relating to coverage for special needs, such as mental health and pre-existing conditions, transitioning to Medicare and more.

HIPAA compliant. Our team adheres to strict government privacy laws to ensure that employees’ personal or family health information is kept completely confidential.

Seamlessly integrated with Core Advocacy. If needed, an employee can be easily transitioned to the right Personal Health Advocate for help resolving a clinical or insurance-related issue, such as finding in-network doctors and hospitals available in each of their plan options.

Turnkey communications. A full range of ongoing, turnkey print and electronic communications are available to introduce, educate and remind employees of our services.

Benefits to employees

- Clearly understand plan options from a knowledgeable, unbiased expert
- Easy, unlimited access to personalized help
- Ensured of adherence to strict privacy laws
- Smooth transition to a Personal Health Advocate for healthcare help

Benefits to employers

- Additional support to introduce additions and changes
- Reduces employee confusion and frustration
- Promotes better understanding of all plan options
- Increases acceptance of consumer-driven health plans
- Educates employees about suitable plans that may meet special needs
- Minimizes administrative tasks
- HIPAA compliance
- Better use of health plan services
- Increases enrollment, better plan selection
- Smoothly integrates with Core Advocacy service

Get started today

Maximize the value of healthcare benefits with Health Advocate.

If you already offer Health Advocate, we would be happy to tell you more about adding our Enrollment Advocate program. Or, if you do not currently offer Health Advocate, we would like an opportunity to introduce you to both our Core Advocacy service and our add-on Enrollment Advocate program, plus our full spectrum of other solutions.

Contact us at:

Health Advocate

866.385.8033, prompt #2

Or, send an email to:

info@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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