

Safely comply

We've made it easier for you to comply with the complex federal regulations requiring self-insured plans to offer an external appeals process for denied claims. Health Advocate's External Appeals Administration program offers a complete, cost-effective turnkey solution to manage the entire process for you. We facilitate the required contracts with qualified Independent Review Organizations, securing discounted reviews, and providing all mandated notices and reports. We also help facilitate expedited reviews when a delay could jeopardize a member's health. You can depend on us to help you fully comply with the rules, right on time.

Health Advocate **External Appeals Administration™**



HEALTH
Advocate™

Health Advocate **External Appeals Administration**[™]

Meet deadlines, avoid penalties

As the nation's leading independent healthcare advocacy and assistance company with a track record in administering internal appeals, we're fully prepared to manage your federally-mandated external appeals process. We ensure that the process is consistent with the rules developed by the National Association of Insurance Commissioners (NAIC).

Here's how our service works:

- Manages the review process to assure timely responses consistent with federal regulations
- Collaborates to develop communications that inform members about the external appeals process, consistent with NAIC model communications
- Identifies, contracts with, and manages the relationship with qualified Independent Review Organizations (IROs) to provide standard and expedited reviews
- Secures preferred pricing on cost of IRO reviews
- Randomly assigns cases to three IROs, as required by the federal regulations
- Provides the reporting and certification of review outcomes, consistent with regulations

The Health Advocate External Appeals Administration Advantage:

- Highly experienced team of healthcare and insurance experts
- Assurance of compliance to strict regulations and turnaround timelines
- Secures unbiased reviews by qualified IROs and manages the relationship to save time and money
- Negotiates discount on cost of reviews without any mark-up for greater savings
- Works with clients to design and develop required notices, letters and collateral materials, at no additional charge
- Includes non-English "alternate language communications," as mandated
- Expedites installation to meet deadlines

Health Advocate **External Appeals Administration**[™] offers complete management of the process to comply with federal regulations on time.
It's what sets us apart.

For more information

Contact Health Advocate or your broker to learn more about the Health Advocate External Appeals Administration[™] program, our companion Independent Appeals Administration[™] program, our Core Health Advocacy service and our spectrum of innovative, time- and money-saving solutions for both employees and employers.



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About Health Advocate

Health Advocate[™], Inc., the nation's leading independent healthcare advocacy and assistance company, provides a spectrum of time- and money-saving solutions to more than 21 million Americans through its extensive employer and plan sponsor relationships. The company also offers a direct-to-consumer advocacy service, called Health Proponent[®], to individuals who are not part of groups. Founded in 2001, the company is headquartered in suburban Philadelphia with sales offices nationwide.

Independent. Confidential. Convenient.

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.

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