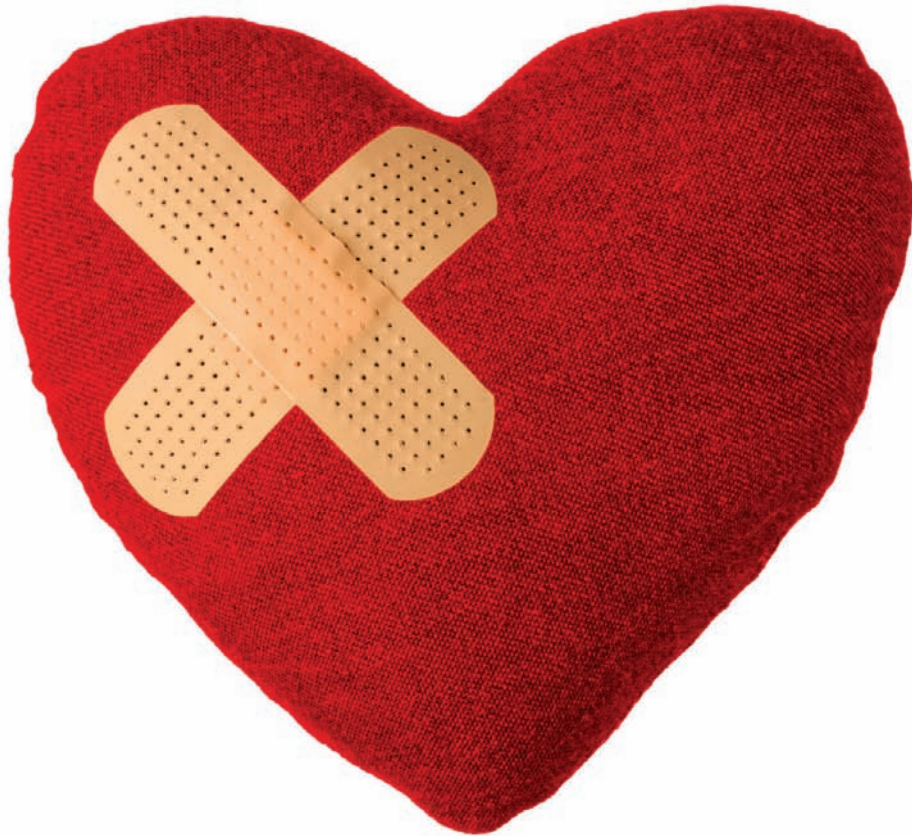


Health Advocate **FMLA Support**[™]





Expert reviews

Health Advocate's FMLA Support for HR clarifies and verifies medical information

The federal Family and Medical Leave Act (FMLA) has been a great help meeting employees' needs, including time off to care for themselves or family members because of a serious health condition. Yet, this legislation can be confusing for employers to implement.

Many employers are simply not aware, for instance, that, under FMLA, employers need to be concerned about HIPAA privacy regulations when an employee asks for medical certification of a serious medical condition for FMLA leave.

Health Advocate offers a solution to make FMLA implementation easier. Our FMLA Support program, offered at an additional charge to complement our Core Advocacy service, verifies the validity of leave requests, provides medical information when necessary and other support to take the burden off of the Human Resources staff.

Our highly trained staff can help ease the burden on your HR staff



HEALTH
Advocate[™]

Comprehensive support

More confidence about FMLA

Health Advocate, Inc., the nation's leading independent healthcare advocacy and assistance company, is organized around our Core Advocacy team of Personal Health Advocates (PHAs), typically registered nurses supported by medical directors, and benefits and claims specialists.

Our dedicated PHAs can help employees navigate the healthcare system and assist with a full range of clinical, insurance-related and administrative issues.

Our FMLA Support program, offered for an additional charge, leverages our expertise to fully support the Human Resources staff and make the FMLA review process easier.

Our FMLA Support program can save you time and money with additional benefits that include:

- Experienced medical personnel to review requests
- Eases burden on the Human Resources staff
- Protection from invalid claims

...and more



Our goal is to **save you time**

FMLA Support: For greater confidence

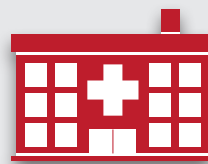
Many employers are most concerned about which medical conditions are covered by FMLA and what rights employers have to determine if employees are taking valid leave time. Addressing these issues can be an arduous, time-consuming task.

Health Advocate can help you verify the validity of FMLA leave requests that can overburden your Human Resources staff. We can provide accurate, up-to-date information about medical conditions covered by FMLA. We can also review employees' certifications to ensure that their requests are legitimate.

Our FMLA Support program is staffed by a team of specialists with many years of experience working with providers, health benefits and medical issues, and FMLA review.

Clarify and Verify

Health Advocate's FMLA Support program eases the burden.



Contacts certifying physician to obtain any missing medical information



Ensures the diagnosis qualifies, according to federal regulations



Matches physician's certification form with Department of Labor criteria



Reports our findings to Human Resources staff

FMLA Support provides **expert reviews**

Provide support. Our FMLA Support program is staffed by a team of specialists with many years of experience working with providers, health benefits and medical issues, and FMLA review.

Provide medical review. Our medical staff will initially review the employee's leave request, including contacting the certifying physician, when necessary.

Protect health information. We fully comply with HIPAA (Health Insurance Portability and Accountability Act) privacy regulations.

Help interpret regulations. We'll assist in determining whether your employee's or their family member's condition meets the definition of a "serious medical condition" under the FMLA.

Recommend a second opinion. This may be necessary to determine the validity of a leave request.



Benefits to employees:

- Ensures fair and consistent implementation of law
- Allows ability to take time off from work for a qualifying condition
- Strictly confidential

Benefits to employers:

- Eases burden on HR staff
- Seasoned medical team
- Ensures compliance with FMLA regulations and HIPAA privacy regulations
- Fully informs about updates to FMLA regulations
- Protects against invalid claims
- Helps make certain of fair and consistent implementation of the law
- Saves time and money

Get started today

Maximize the value of your benefits with Health Advocate

If you already offer Health Advocate, we would be happy to tell you more about adding our FMLA Support 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 FMLA Support 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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