

# Health Advocate **NurseLine™**





# Always here

## **Health Advocate NurseLine offers a 2-in-1 service for round-the-clock support**

Health problems don't stick to 9 to 5. A mother may seek guidance for a child's fever that appeared in the middle of the night or flu symptoms can start after doctor's hours. NurseLine is an add-on service that enhances the Health Advocate Core Advocacy program by providing unlimited access to registered nurses for trusted advice, referral and self-care information after-hours, nights and weekends.

The NurseLine seamlessly integrates with our Core Advocacy service, all conveniently accessible through the same toll-free number. This means that whether employees need help with questions about symptoms on the spot, or more in-depth help to resolve a clinical or insurance-related issue, we have the staff, expertise and capabilities to get them the right answers, day or night.

**Highly trained registered nurses are available 24/7, 365 days a year.**



**HEALTH**  
*Advocate*<sup>™</sup>

# It starts with **Core Advocacy**, then add...

## **Enhanced Support for Employees How Core Advocacy Works**

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

When employees call our toll-free number, their assigned PHA will begin working to resolve their clinical, administrative or insurance issue, no matter how long it takes. Our PHAs can help employees locate the right providers, schedule appointments, clarify healthcare coverage, negotiate medical bills, provide comparable cost estimates for common procedures, and more.

Having a professional handle complex healthcare and insurance issues can lower costs by helping to improve productivity, reduce claims and improve health outcomes.



# ...Health Advocate **NurseLine**

## **For Greater Savings**

As an add-on to our Core Advocacy service, the NurseLine extends our personalized help to offer employees the same reliable help for at-the-moment assistance, accessed through the same, convenient number. Members are assured of trustworthy guidance to the right care they need at the time of the call, sound self-care measures to ease symptoms and treat non-urgent conditions, and dependable information about diseases and medications.

Our service can help eliminate unnecessary, costly trips to the Emergency Room, direct employees to the appropriate care, and most importantly, help employees take charge of their health.



## **NurseLine: Well-rounded Support**

Here are a few ways that adding Health Advocate's NurseLine can better serve your organization:

### **Trusted advice from registered nurses.**

Our seasoned staff uses highly developed communication skills to evaluate, inform and refer employees, backed by a state-of-the-art clinical health information database.

**Protocol for care guidelines.** As needed, the nurses direct employees to appropriate care for immediate attention, such as to the ER, a critical care clinic or doctor.

**Answer questions about symptoms and medications.** The nurse can help evaluate if symptoms are severe or mild, what they may indicate, and the use and side effects of the commonly prescribed medications.

### **Offer home-care methods and symptom relief for non-urgent conditions.**

These simple strategies, such as lowering a mild fever with cold compresses and taking an appropriate fever-reducing over-the-counter medication, can often help to reduce or eliminate the need to see the doctor for colds and other everyday ailments.

### **Seamlessly integrates with Health Advocate Core Advocacy service.**

If needed, the employee can receive in-depth help for any healthcare or insurance-related issues that may arise.

## NurseLine Adds Value

The integration of NurseLine with our highly personalized Core Advocacy benefit offers multi-level services, all accessible through the same toll-free number.

Here are a few ways employers can benefit:

- Eliminates costly, unneeded visits to the ER or doctor
- Reduces absenteeism
- Improves productivity and employee satisfaction
- Seamlessly integrates with Core Advocacy
- Employees become informed healthcare consumers

## Turnkey Communications

The NurseLine is easy-to-install and is supported by ongoing member communications, including awareness and reminder materials year-round.

## Get started today

**You can maximize the value of your benefits with Health Advocate.**

If you already have Health Advocate, we would be happy to tell you more about adding our NurseLine program. Or, if you do not currently offer Health Advocate, we would like an opportunity to introduce you to both our Core Advocacy and our add-on NurseLine program.

### Contact us at:

Health Advocate

1-866-385-8033, prompt #2 (toll-free)

Or, send an email to:

[info@HealthAdvocate.com](mailto: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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