

# Always here

Finding the right answers at the right time is at the heart of what we do. Health Advocate's NurseLine offers employees unlimited access to highly trained registered nurses for advice and information, at any time. The advantage is that our NurseLine is integrated with our Core Health Advocacy service. Employees can always receive in-depth help from our medical and benefits experts to resolve healthcare and insurance-related issues. Whether it's getting advice about a child's fever at midnight or help to correct a medical bill, employees get the right answers. They'll make smarter healthcare decisions, reduce unnecessary trips to the ER or doctor, and get the healthcare help they really need. Employees—and you—save time, money and worry.

Health Advocate **NurseLine™**



HEALTH  
Advocate™

# Health Advocate **NurseLine™**

## **A trusted professional. A phone call away.**

Our registered nurses use a state-of-the-art clinical health information database, protocol for care guidelines, and compassionate communication skills to provide trusted advice. If needed, the employee can be transitioned to the right staff member to resolve healthcare and insurance-related problems. Our service offers:

- Healthcare advice at any time
- Evaluation and direction to appropriate care (911, emergency room or doctor for immediate medical attention for life-threatening condition)
- Answers about symptoms, medication usage
- Information about simple home care measures for non-urgent conditions
- Unlimited access to Personal Health Advocates to address clinical and insurance-related issues
- Team of registered nurses supported by medical directors, benefits and claims specialists
- Finds in-network doctors, hospitals, eldercare services; facilitates appointments
- Helps secure second opinions
- Researches conditions and treatment options
- Clarifies insurance benefit coverage; uncovers billing errors, negotiates fees, provides cost estimates for services and more

## **NurseLine adds value.**

Our integrated NurseLine is a win-win solution. Employees get sound healthcare advice and information when they need it most, plus expert help to resolve time-consuming, frustrating healthcare issues. This saves healthcare dollars all the way around.

Here are the benefits:

- Avoids costly, unneeded visits to the ER
- Reduces absenteeism
- Improves productivity
- Gets employees to the right care at the right time
- Seamlessly integrated with Core Health Advocacy to more fully serve employees
- Increases employee satisfaction
- Helps employees make informed healthcare decisions
- Facilitates access to care for a chronic condition
- Promotes wise use of healthcare resources and benefits
- Comprehensive, turnkey communications promote awareness and utilization

**We're here 24/7, 365 days a year**

Our **Core Health Advocacy + Health Advocate NurseLine™** offers easy access to advice and information, plus healthcare help.

**It's what sets us apart.**

## **For more information**

Contact Health Advocate or your broker to arrange a meeting to learn more about the Core Health Advocacy service and our spectrum of add-on solutions, including Benefits Gateway and Health Information Dashboard, Wellness, EAP+Work/Life, Pricing Decision Support and HR programs.



**866.385.8033, prompt #2**



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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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HA-B-1107061-1FLY

