Health Advocate™ Second Opinion Program™

A feature of our Core Health Advocacy Service
Get the best

An unparalleled approach that helps find world-class medical experts

For many individuals with a serious medical condition, getting the peace of mind of knowing that they have a correct diagnosis and that their doctors are experts in the latest treatment advances is more important than ever.

Health Advocate™, Inc., the nation’s leading healthcare advocacy and assistance company and a subsidiary of West Corporation, offers a Second Opinion program that does just that and more. As a special feature of our Core Health Advocacy service, our program is highly personalized, uniquely comprehensive and is led by a superior team of physicians and nurses.

During the confusing time following a serious diagnosis, we offer a solid understanding, vast clinical experience and broad-based authority to help members get the very best consultation for the very best care.

Our Second Opinion program goes above and beyond simply sending out charts for physician review or conducting cursory research. Instead, our team collaborates to conduct intensive research to identify physician experts in their field. We also network and reach out to department heads at leading medical institutions for appropriate recommendations and referrals. We directly communicate with the physicians best suited for an in-person evaluation or chart review of the member.

We quickly locate the leading medical experts
Total support for members
Health Advocate’s standard Core Health Advocacy service provides employees and their families with unlimited access to their own Personal Health Advocate, typically a registered nurse, supported by medical directors and benefits and claims specialists. The Personal Health Advocate assists the employee with a full range of clinical, administrative and insurance-related issues, including locating healthcare providers, clarifying health plan coverage, addressing billing issues and more.

A superior team addresses second opinions
The Personal Health Advocate is part of a collaborative team led by our medical directors, working together when a member needs a second opinion. Each team member has extensive clinical experience and outstanding credentials. They have worked at leading institutions and have addressed complicated medical issues.

Members are assured that they have a world-class team to locate and competently evaluate the ability of “best-in-class” providers and medical centers to address their condition.

Case Study #1
**Problem:** Fran needed a complicated surgery to repair an abdominal aorta aneurysm as soon as possible.

**Solution:** The Health Advocate team researched a newer, less invasive procedure with a shorter recovery time and discussed her needs with a top-notch surgeon. They also helped schedule the procedure. Afterwards Fran was able to resume normal activities just three days later.

Case Study #2
**Problem:** When Andrew’s dental X-ray revealed a growth, his dentist suggested that cancer be ruled out.

**Solution:** The Health Advocate team researched a highly qualified oral surgeon and ENT specialist who confirmed the diagnosis of cancer growing behind his eye. The team then consulted a leading neurosurgeon for a second opinion and set up the appointment. Andrew was satisfied that surgery was his best option.
...for improved health outcomes

Unique, personalized support
Unlike other second opinion services that typically involve chart reviews only, Health Advocate’s Second Opinion program adjusts to the needs of the member. We can identify and arrange for either a chart review or a face-to-face visit with a highly qualified, specialized consulting expert, anywhere in the country.

We use a variety of databases and also network with leading academic medical experts to identify the physicians who can best evaluate the member.

Our team goes the extra step by directly communicating with the physician to be consulted. This ensures that the member’s needs will truly be met.

Helping the selection process
The Personal Health Advocate carefully reviews information about the provider’s experience and approach to care, and informs about tests, treatments and anticipated costs. The Personal Health Advocate helps schedule appointments, arranges for the transfer of medical records, discusses any pre-visit testing and lab work, and facilitates any needed referrals. We also interact with the providers and health plan.

The Personal Health Advocate is available for the employee’s or family members’ follow-up needs.

Additional capabilities
The Second Opinion team may access a particular data set or information service where clients have existing relationships with preferred networks or quality initiatives. If needed, we can manage specific second opinion programs for clients.
Tailored to meet your members’ needs

Our personalized approach, highly experienced clinical team and state-of-the-art research capabilities can better serve you, and your members in the following ways:

**Locate best-in-class providers.** Our team conducts extensive research to identify the most advanced approach to care, consults various assessment databases and networks directly with renowned medical experts to locate appropriate care options.

**Provide customized support.** We carefully assess the member’s needs and preferences, and can arrange a chart review or face-to-face consultation with a specialized provider anywhere in the country.

**Protect health information.** We obtain a signed, HIPAA-compliant release allowing Health Advocate to interface with the health plan, administrator, physicians and other care providers on the member’s behalf.

**Identify in-network options.** We search network lists for qualified providers that meet the member’s needs, and verify all information, such as participating status, board certification and experience.

**Speak directly to the consulting physician.** Direct communication ensures that they fully understand the member’s needs.

**Support during selection process.** We inform the member about the doctor’s approach to care, training, experience, available appointments, network utilization and anticipated costs. We do not recommend where members go for care.

**Facilitate the visit.** We can help schedule the earliest appointments, arrange for transfer of medical records and transportation, discuss any pre-visit testing and lab work, facilitate any needed referrals, and interact with the member’s providers and health plan.

**Continuing support.** The Personal Health Advocate can provide general health information about the condition and treatment options. The Personal Health Advocate is available for follow-up needs.
Key Benefits

For employers
- **Ensures** the right doctor for the right care
- **Can result** in care that is less complicated and less costly
- **Identifies** in-network options
- **Screens** inappropriate utilization of surgical services
- **Customized** support
- **Helps** members use benefits wisely
- **Direct communication** with consulting physicians ensures members’ needs are met
- **Eases burden** on HR staff
- **Saves time** and money

For employees
- **Peace** of mind
- **Ensures** best consultation for the best care
- **Assures** that consulting physician is an expert in their field
- **Personalized** support through selection, pre-visit and post-visit

About Us

Health Advocate™, Inc., a subsidiary of West Corporation, is the nation’s leading healthcare advocacy and assistance company. Health Advocate serves more than 10,000 clients offering solutions that save time and lower healthcare costs. Our award-winning solutions include EmpoweredHealth, Health Advocacy, Wellness Coaching, EAP+Work/Life and Chronic Care Solutions, among others. We also leverage the power of data analytics to help our clients and members get more value out of the healthcare system.

For more information, visit [HealthAdvocate.com](http://HealthAdvocate.com).

Get started today

**Maximize the value of your benefits with Health Advocate**

If you already have Health Advocate, we would be happy to tell you more about our Second Opinion program. Or, if you do not currently offer Health Advocate, we would like an opportunity to introduce you to both our Core Health Advocacy service including our Second Opinion program, plus our full spectrum of other solutions.

Contact us for more information

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