



**HEALTH
Advocate™**

@ *your* service

When it matters most



FOR MEMBERS

Healthcare **Help** is *Only a Phone Call Away!*

Need help scheduling an appointment with a particular doctor? How can you get help for your elderly parents' health needs? Have a medical claim that you don't understand or that you can't get resolved? Health Advocate can help you and your family solve these and many other issues.

CALL FOR ASSISTANCE



1-866-695-8622
(toll-free)

Your entire family is covered

Eligible employees and their spouses and dependent children are covered by this service. Additionally, the parents and parents-in-laws of the employee are also eligible to use Health Advocate if the need should arise.

How Health Advocate *can help*

Health Advocate services are provided by Personal Health Advocates, typically registered nurses, backed-up by a team of medical directors and administrative experts who will:

- Identify leading healthcare providers and institutions anywhere in the country
- Arrange and schedule appointments
- Sort out claims questions, billing and payment arrangements and related administrative issues
- Schedule specialized treatment and tests
- Answer questions about test results, treatment recommendations and medications recommended or prescribed by your physician
- Assist in the transfer of medical records, x-rays and lab results
- Arrange for home-care equipment following discharge from a hospital
- Protect the privacy of your medical and healthcare information and ensure its confidentiality
- Foster communication and coordinating benefits between physicians and with insurance companies—and more!

To access Health Advocate services simply call at 1-866-695-8622 (toll-free) and you or covered family member will be connected to your own Personal Health Advocate. It's that easy!

RESOURCES YOU CAN USE

Visit
www.HealthAdvocate.com/Members
to view the following
member materials.

PRODUCT FEATURES



YOUR VIDEO GUIDE

