



HEALTH  
Advocate™

# @ your service

When it matters most

FOR MEMBERS



## Medicare Help for your Parents and Parents-in-law

One of the unique advantages of Health Advocate is that our service is available to help support the healthcare needs of the parents and parents-in-law of eligible members.

Our trained team of Personal Health Advocates can assist you and your loved ones with a range of senior care issues including:

- Answering questions about the new Medicare Part D Prescription Drug Plan
- Assisting with Medicare claims
- Arranging appointments with hard to reach specialists and other providers
- Providing information about eldercare questions including home care, assisted living and nursing home care.

*Need help? Have questions? Just call Health Advocate at 1-866-695-8622 (toll-free)*



**Remember  
to Schedule  
Your  
Flu Shot!**

## TOP 10 reasons TO CALL HEALTH ADVOCATE

Our team of Personal Health Advocates, medical directors and administrative experts are here to help you and your entire family:

- **Finding the best doctors**, hospitals, dentists, and other leading healthcare providers anywhere in the country. This includes locating providers in your health insurance plan's network.
- **Scheduling appointments** with providers including hard to reach specialists and critical care providers and arranging for specialized treatments and tests.
- **Helping to resolve insurance claims** and assisting with negotiating billing and payment arrangements, and related administrative issues.
- **Working with healthcare providers and your insurance company** to facilitate the provision of covered services.
- **Assisting with eldercare** and related healthcare issues facing your parents and parents-in-law. We work with Medicare and other government insurance programs and help make arrangements following discharge from a hospital for in-home or needed institutional service.
- **Answering questions** about test results, treatment recommendations and medications recommended or prescribed by your physician.
- **Obtaining unbiased health information** to help make an informed decision
- **Assisting in the transfer of medical records**, x-rays and lab results
- **Locating and researching the newest treatments** for a medical condition
- **Assisting with finding qualified wellness programs**, providers and services.



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

# Case Study: "They Saved Her Life"



about this dramatic story.

Jay was unsuccessful in arranging specialized care for his seriously ill daughter who suffered from Huntington's Disease until he reached Health Advocate. Health Advocate identified a leading physician/oral surgeon who had special expertise handling individuals with high risk medical problems. We also made all of the arrangements scheduling and coordinating the member's care. Please visit [www.HealthAdvocate.com](http://www.HealthAdvocate.com) and click on the NBC 10 graphic on the right side of our home page to view a video of a special news report

**QUESTIONS?  
NEED HELP?**

**Contact Health Advocate**

**CALL TOLL FREE:  
1-866-695-8622**

**EMAIL:  
[answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)**

## DID YOU KNOW?

**FACT:**  
Just over half of all caregivers for persons aged 50+ are employed full-time and almost two-thirds are employed either full - or part-time.

**NEED HELP WITH:**  
Medicare and eldercare issues.

**JUST CALL US AT:**  
1-866-695-8622 (toll-free).

## What our members are saying...



Our Personal Health Advocates are helping members resolve a wide range of healthcare and insurance related issues. Here are recent examples of how we have provided help. Remember, all you need to do is call us. We are here to help you and your family.

*"Patty was in tremendous pain and waiting this long for her surgery was simply unacceptable. Health Advocate was able to arrange an appointment with a specialist, and now she will have surgery two months sooner."*

**Maggie D., Evanston, IL**

*"Health Advocate took the time to explain to me the "inner workings" of my insurance company in a way that I could understand it."*

**Jan S., Philadelphia, PA**

## We help with pharmacy benefits too!

If you need help with your pharmacy drug benefit including questions about generics, step edits and other issues related to your prescription drug needs, please call Health Advocate at 1-866-695-8622 (toll-free).



## Resources You Can Use

VISIT [WWW.HEALTHADVOCATE.COM/MEMBERS](http://WWW.HEALTHADVOCATE.COM/MEMBERS) TO VIEW THE FOLLOWING MATERIALS

### Protecting Your Privacy

We protect your medical and healthcare information ensuring its confidentiality.



### Member Video



### Product Features



**HEALTHCARE HELP IS JUST A PHONE CALL AWAY 1-866-695-8622 (TOLL-FREE)**