

Nursing Spectrum

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Nurse advocates help patients navigate the health care system

New York, N.Y. — When company-based health insurance plans refuse to pay for certain services, human resources departments may refer employees to Health Advocate, Inc., a firm based in Blue Bell, PA., that serves clients across the nation and is growing fast in NYC, which helps consumers navigate the health care system.

The personal Health Advocate is a trained professional, usually an RN, who understand the complex health system and how to navigate

through it. Advocates are assigned to members and stay with them through the resolution of their problems. They handle claims, benefits, grievances, and paperwork; help members identify qualified specialists for complex medical problems and best medical institutions; help coordinate care; and help members access community resources, including senior care services fro their parents that fall outside traditional health insurance coverage.

Patient advocate companies are springing up around the country in response to patients' need for access to information, care, and reimbursement that are not readily available to the public.
