

# Health Advocate **Core Advocacy**





# Always at your side...

## When it matters most

Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, offers a Core Advocacy service featuring highly experienced experts who personally help employees and their families navigate the healthcare and insurance systems.

Our superior team of Personal Health Advocates (PHAs), the heart of our company, assists members with clinical, administrative and insurance-related issues, serving as liaisons with healthcare providers, insurance plans and health-related community services.

By resolving issues expertly and efficiently, Health Advocate can help increase productivity, improve health outcomes, ease the burden on the HR staff and save employees and employers both time and money.

**Our core Health Advocate service personally helps employees find the right answers at the right time**



HEALTH  
*Advocate*™

# The right answers at the right time

## How Health Advocate works

Whenever an employee or eligible family member needs help with a healthcare or insurance-related issue, they simply call the toll-free Health Advocate number.

The employee will be assigned their own Personal Health Advocate (PHA), typically a registered nurse supported by medical directors and benefits and claims specialists. Our highly qualified experts know the ins and outs of the healthcare system to get the right answers at the right time.

The PHA will immediately begin working to resolve the issue, conducting any necessary research, interacting with doctors and insurers, assisting with paperwork and much more.

The same PHA remains with the employee until an issue is resolved, and is available for follow-up needs.

## Our Core Advocacy Service

Medical cost-saving solutions and navigation

**Administrative  
Support**

**Clinical  
Support**



**Information  
& Resource  
Support**

**Healthcare  
Coaching**

### Coverage extends to the entire family

Health Advocate's services cover the employee, their spouse, dependent children and parents and parents-in-law.

### Expanded hours

Health Advocate is available 24/7, 365 days a year.

# Personalized help **at the ready**

## Help with multiple issues

Health Advocate's Personal Health Advocates (PHAs), can help employees resolve a full range of clinical, claims, coverage and billing issues. The many ways our PHAs help include:

- Find qualified doctors, hospitals, dentists and other providers nationwide; identify top medical institutions and clinical trials
- Locate leading doctors, hospitals and other providers for second opinions
- Schedule earliest appointments with hard-to-reach specialists; arrange for specialized treatments and tests
- Provide assistance to estimate and understand healthcare costs to help make informed decisions
- Clarify complex conditions, research available treatment options
- Resolve insurance claims, uncover billing errors, negotiate payment arrangements
- Answer questions about test results, treatments and medications recommended or prescribed by the physician
- Address eldercare issues, clarify Medicare, locate adult day care, assisted living and long-term care; research transportation to appointments
- Assist with special needs, find caregiver support services, in-home care, rehabilitation resources and hospice; help expedite coverage for special procedures and medical equipment
- Negotiate pre- and post-claim fees for medical cost savings

**“I can say without a doubt this is one of the best investments for our employees.”**

– Amy Z., Chicago, IL



# An investment to **save time and money**

## **Setting the standard in quality and service**

Health Advocate continually invests in our infrastructure and staffing to ensure the highest quality service.

### **Quality staff, continual training.**

Our PHAs have extensive experience in clinical settings and within health plans, and receive ongoing monitoring to assure service excellence and call accuracy.

### **State-of-the-art technology.**

Our advanced computer technology, software and telephone systems provide reliable, quick access to all member benefit information.

### **Sophisticated clinical capabilities.**

Our experienced medical directors and clinical experts ensure that we have the knowledge to address complex clinical issues. This includes locating “best practices” services nationwide and finding leading physicians most qualified to evaluate members for a second opinion.

### **Quality assessment.**

Our processes include comprehensive case reviews and a formal quality audit process.

### **Rigorous security and privacy.**

Physical and technological safeguards protect employees’ data and comply with all applicable HIPAA regulations.

## **Streamlined installation and implementation to better serve you**

Health Advocate is easy to install and offers a comprehensive communication program to maximize utilization.

### **Installation**

Enrollment and implementation is simplified in the following ways:

- Eligible employees are automatically enrolled
- Streamlined case set-up. Our database stores employee health benefit information for easy access when the employee calls

### **Year-Round Communications**

We offer a full range of materials distributed throughout the year to introduce, educate and remind your employees of our services.

- Turnkey print and electronic communications
- Reach employees at multiple levels
- Can customize standard materials for an additional charge

## Benefits for employees

- Finds the right answers, quickly and correctly
- Better work/life balance
- Confidential and convenient
- Helps entire family, including parents and parents-in-law
- Saves time, money and worry

## Benefits for employers

- Lowers costs
- Increases productivity, retention
- Reduces claims costs, grievances, appeals
- Supports consumer-driven health plans
- Non-adversarial approach
- Promotes better use of network utilization
- Eases burden on Human Resources staff
- Year-round communication materials to maximize utilization

## Get started today

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

If you do not currently offer Health Advocate, we would like an opportunity to introduce you to both our Core Advocacy service plus our full spectrum of add-on solutions.

### Contact us at:

Health Advocate

866.385.8033, prompt #2

Or, send us an email to:

[info@HealthAdvocate.com](mailto:info@HealthAdvocate.com)





# The Total **Solution**

## Core Advocacy

- Personal Health Advocates handle a range of clinical and healthcare insurance issues
- Interacts with providers and insurance
- Gets the right answers at the right time



## Complementary Solutions

- Benefits Gateway™ and Health Information Dashboard™
- Wellness Advocate™
- EAP+Work/Life™
- Personalized Health Messaging™
- Tobacco Cessation™
- NurseLine™
- Medical Bill Saver™
- MedChoice Support™
- Enrollment Advocate™
- FMLA Support™
- Independent Appeals Administration™
- External Appeals Administration™

## About Health Advocate

Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, serves more than 8,000 clients including the nation's leading companies—providing more than 22 million Americans with expert, personalized help to resolve healthcare and insurance-related issues. The company offers a spectrum of add-on time- and money-saving solutions designed for both employers and employees.

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