

HealthAdvocate™

Your Lifeline for Navigating the Health care and Insurance Maze 24 hours a day, 7 days a week support to all employees

Find the right doctors

Health Advocate will locate the right hospitals, dentists and other leading health care providers anywhere in the country.

Schedule appointments

Health Advocate can help expedite the earliest appointments with providers, including hard-to-reach specialists, and arrange treatments and tests.

Resolve benefits issues

Turn to Health Advocate for help resolving claims issues, untangling medical bills and coordinating benefits.

Help is Only a Phone Call Away

Health Advocate is the leading health care advocacy and assistance program nationwide. This benefit is available to you, your spouse, dependent children, parents and parents-in-law. Health Advocate assists with services ranging from health care and insurance-related issues to providing one-on-one support for improving your health and well-being. Registered nurses, medical directors and benefits and claims specialists are available to help give you peace of mind in navigating the health care system. Speak to a Health Advocate representative to:

- **Find the best doctors**, dentist, hospitals, other health care providers anywhere in the country.
- **Expedite appointments** including hard-to-reach specialists; arranges for specialized treatments and tests.
- **Help resolve insurance claims**; negotiate billing or payment arrangements.
- **Assist with eldercare** such as finding adult daycare, assisted living and other related issues facing parents and parents-in-law.
- **Obtain unbiased health information** about complex medical conditions to help you make informed decisions.
- **Assist in the transfer of medical records** such as x-rays and lab results.

- **Work with insurance companies** to obtain appropriate approvals for needed services.
- **Help you make informed decisions** with researching conditions and treatment options, and facilitate second opinions.

Please Note: Health Advocate does not replace medical insurance.

To reach a Health Advocate professional, call **866-695-8622** or visit the website at www.HealthAdvocate.com for more information. Health Advocate can be accessed 24 hours, 7 days a week. Normal business hours are Monday – Friday between 8 am and 9 pm EST. After hours and during weekends, on call staff is always available for assistance with issues that need to be addressed during non-business work hours.