

HealthAdvocate

# How We Can Help



Your Lifeline for

Navigating the  
Healthcare and  
Insurance maze



## Welcome

Call us with your healthcare and insurance-related problems.

**866.695.8622**

**Health Advocate's services** are provided by Personal Health Advocates, typically registered nurses, backed by a team of medical directors and benefits and claims specialists.

**Who is covered?** You, your spouse, dependent children, parents and parents-in-law.

**Your employer or plan sponsor provides all Health Advocate services** to you and your eligible family members **at no cost**.



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## Top Reasons to Call Us

- Find the right doctors**, hospitals, dentists and other leading healthcare providers anywhere in the country.
- Schedule appointments with providers** including hard-to-reach specialists and arrange for specialized treatments and tests.
- Help resolve insurance claims** and assist with negotiating billing and payment arrangements.
- Assist with eldercare** and related healthcare issues facing your parents and parents-in-law.
- Get cost estimates for procedures** to help you make informed decisions.
- Work with insurance companies** to obtain appropriate approvals for needed services.
- Answer questions** about tests, treatments and medications recommended or prescribed by your physician.
- Assist in the transfer of medical records**, X-rays and lab results.
- Locate and research the newest treatments** for a medical condition.

...and much more

## Stay Connected

-  Take a look at the Member Video [www.HealthAdvocate.com/members](http://www.HealthAdvocate.com/members)
-  Pick up the phone and give us a call **866.695.8622**
-  Send us an email [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)

### We're not an insurance company

We don't replace your health insurance plan. Instead, we help with your healthcare and insurance-related problems.

### Your privacy is protected

Our staff follows careful protocols and complies with all government privacy standards. Your medical and personal information is strictly confidential.

### We're here when you need us most

Health Advocate can be accessed 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

### Independent. Confidential. Convenient.

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.