



DID YOU KNOW?

Health Advocate can help answer your health benefit questions

Open enrollment can be a tense time. Benefits information needs to be reviewed and decisions made, but often many feel they don't have the time or they are unsure what the best choices are for them and their families.

Health Advocate can help. We can help explain the terminology and answer questions about your health benefits, your copay and a deductible. We can also offer information based on your individual healthcare needs.

Health Advocate's team is staffed with experts with many years of experience working with health and benefits questions and issues. Our Personal Health Advocates are trained professionals – typically registered nurses supported by medical directors and benefits specialists. Day in and day out, we work with insurance companies and the health plans they offer. **We understand plan options, benefits programs and services.**

More Ways Health Advocate Can Help

Health Advocate provides help and assistance across virtually all healthcare and insurance related issues --- medical, dental, pharmacy and related healthcare needs. The following is a brief summary of the types of support our members and their families can receive.

Clinical Services: We help find physicians, hospitals and other healthcare providers; locate Centers of Excellence; schedule appointments; and help coordinate medical needs.

Administrative Services: We assist with claims and billing issues, fee negotiations, coverage and benefit issues.

Health Coaching: We help prepare members for their physician visits and help them better understand their chronic conditions so they become active participants in the management of their health.

Information and Service Support: We provide assistance finding information and resources, for example, available senior care and treatment options.

As a **Flexible Benefits** member, you and your family automatically have access to Health Advocate—free of charge! Our trained staff will assist you with a wide range of medical and administrative issues, helping you to more easily navigate the healthcare system.

**Have a benefit question? Need Healthcare Help?
Call Health Advocate toll-free at**

866-695-8622

or email us at answers@HealthAdvocate.com

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.

