

@YOURservice

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- **Need to find a specialist?**
- **Confused by health insurance?**
- **Overwhelmed with caretaking?**

Your **FREE Health Advocate** benefit helps you personally navigate the healthcare maze to resolve your healthcare and insurance issues promptly and reliably.

Here's how Health Advocate helps you:

- Assigned Personal Health Advocate (PHA) — typically a registered nurse backed by medical directors and benefits specialists — works one-on-one with you
- Resolves a range of healthcare issues
- Calls are unlimited. Service is available 24/7
- Covers you, your spouse, dependent children, parents and parents-in-law



Help is a Phone Call Away



Whenever you have a healthcare issue, just call the **Health Advocate** toll-free number (1-866-695-8622). Your assigned PHA will work on your issue until it's resolved, and your PHA is available for follow-up needs.



We cut through the red tape!

Let us help resolve your healthcare issue.
Call: **1-866-695-8622** (toll-free)
Email: answers@HealthAdvocate.com

Who takes care of the caregiver?

We do!

52 million family caregivers provide care for someone aged 20 and over who is ill or disabled. Caregivers who don't get any relief can develop anxiety and depression and are prone to getting sick, experts say.

The PHA can help ease the burden:

- Locate in-home caregivers, adult day care, special learning services, nursing homes, assisted living, hospice and more
- Coordinate same-day testing and treatments
- Arrange transportation to appointments ... and more

National Family Caregiver Association, 2005



"They helped us through my husband's illness."

Health Advocate helped us get my husband his follow-up tests that were initially performed incorrectly. They made the appointment and clarified questions about his condition. He's now walking pain free.

Relocating?

We'll find the right resources.

Health Advocate can help assure a seamless transfer of care for your entire family no matter where you move.

We can:

- Find qualified doctors, dentists, hospitals and specialists at your new location
- Expedite appointments
- Help transfer medical records
- Address changing insurance issues ... and more



Your PHA stays with you for any follow-up needs.

PHAs do the Legwork for you

Your PHA will make the calls, do the research, and transact with your doctors and providers.

Your PHA can help:

- Find doctors, specialists, hospitals, treatment centers nationwide
- Expedite appointments with specialists
- Research and carefully explain your condition and treatment options
- Locate doctors for second opinions
- Facilitate transfer of medical records, x-rays, lab results
- Identify clinical trials, assist with enrollment
- Address coverage issues, uncover billing errors
- Find a full range of caregiver support services



Hospital vs. Hospital

Get reliable comparisons

Health Advocate consults medical experts, scours the medical literature and reviews assessments from health plans and other evaluation data to help:

- Identify specialized hospitals and treatment centers
- Clarify coverage options
- Match your preferences to available choices
- Schedule appointments; coordinate transportation and lodging, if necessary



When You Need a Second Opinion

... We scope out the best

A second opinion is recommended if you're:

- Facing major surgery or extensive treatment
- Given an unclear diagnosis or poor prognosis
- Asked to participate in a clinical trial



Health Advocate will locate and contact qualified doctors to determine their approaches to care and their experience to find the best match for your situation.



We get to the bottom of your issue to get reliable answers.

Carry your insurance card and Health Advocate card.

1-866-695-8622 (toll-free)