



Welcome to Health Advocate!

# Personal healthcare help anytime, anywhere



**Our experts make healthcare easier**, by supporting you and your eligible family members with a wide range of health and insurance-related issues through a single toll-free number.

# Welcome to Health Advocate!

This guide contains an overview of Health Advocate and the many ways we can help. Call the toll-free number anytime for **one-on-one, confidential support**.

## Expert help at your side

**Nothing is more important than your health and the health of your loved ones.**

Our Personal Health Advocates are healthcare experts with extensive experience supporting people with medical issues and decisions, no matter how common or complex. We'll work on your behalf to get you and your family the answers and peace of mind you need.

And, if you have health issues or areas where you want to improve, get support and motivation from a personal Health Coach!

## We support the whole family

Our services are available to employees, spouses, dependents, parents and parents-in-law.

**Quickly reach us any time you like — by phone, email and secure messaging.**



Easy access to your customized website and mobile app for articles, tips, tools and more!



# How We Can Help

Not sure who to call or  
which benefit to use?  
Call us!

- **One number** gives you unlimited access to your own Personal Health Advocate
- **Instantly connect** to ALL of your employer-provided benefits

Diagnosed with  
a medical issue?

Count on us to:

- **Answer questions** about health conditions, diagnoses and treatments
- **Coordinate services** relating to your care

Need to find a doctor  
or hospital?

We can:

- **Use our Medical Insights technology** to match you with the right quality providers
- **Make an appointment** at a time that works for your schedule!

Considering a  
second opinion?

We'll do the work to:

- **Research and identify top experts** and Centers of Excellence nationwide
- **Arrange for the transfer of medical records**, test and lab results and X-rays

Medical bills, claims  
or benefit questions?

Our experts can:

- **Review medical bills** to uncover possible errors or duplicate charges
- **Help resolve** complicated claims and billing issues

Need motivation to  
jump start your health?

Your Coach will:

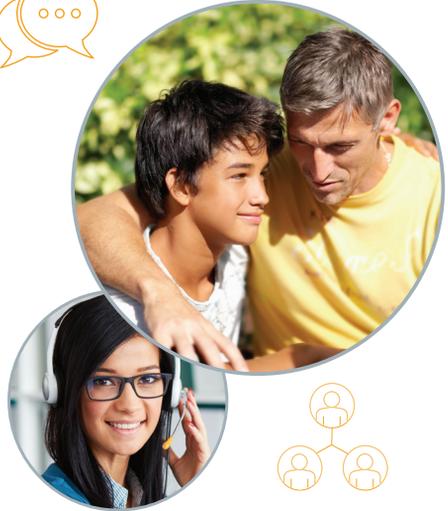
- **Provide one-on-one health coaching**
- **Remind you about care** or screenings that may be overdue

# Real People, Real Stories

**“They took the pressure off a serious situation.”**

**Don called Health Advocate after his son, Jake, was injured in a car accident.**

His Personal Health Advocate worked with the hospital and health plan to find a rehab facility that could accommodate Jake as soon as he was discharged. She also located a leading orthopedic specialist and expedited an appointment so there would be no delays in his care.



Turn to us—we can help.



**866.799.2731**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

Download the app today!



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

Your Health Advocate benefit can be accessed 24/7. Normal business hours are Monday - Friday, from 8 am to 10 pm, Eastern Time (ET). Staff is available for assistance after hours and on weekends.

## **There is no cost to use our service**

Your employer or plan sponsor offers your Health Advocate benefit at no cost to you.

## **We're not an insurance company**

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

## **Your privacy is protected**

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