

A photograph of a woman with long brown hair, wearing a blue plaid shirt and a colorful patterned scarf, smiling and carrying a young child with blonde hair on her shoulders. The child is wearing a red long-sleeved shirt and a colorful patterned scarf. They are outdoors in a grassy area with trees in the background.

Welcome

to Your New Health Advocate Benefit!

Health Advocate is a service provided by your employer or plan sponsor at no cost to you! Our experts make healthcare easier by supporting you and your eligible family members with a wide range of health and insurance-related issues, all through a single toll-free number.

We look forward to serving you!



HealthAdvocateSM

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.

Unfortunately, the healthcare system is so complicated that it can be hard to know where to turn when you need help or have a question. That's where Health Advocate steps in.

Our Personal Health Advocates are healthcare experts with extensive experience supporting people with important medical issues and decisions, no matter how common or complex. Typically registered nurses supported by medical directors and benefits experts, our team will work on your behalf to get you and your family the answers and the peace of mind you need.

Our job is to make healthcare easier, so you get **the right care and support—at the right time**.

We support the whole family

Our services are available to eligible employees, spouses, dependent children, parents and parents-in-law.



How We Can Help

Have you recently been diagnosed with a medical issue?

Count on us to:

- **Answer questions** about health conditions, diagnoses and treatments, no matter how complex
- **Research and explore** the latest treatment options
- **Coordinate services** relating to all aspects of your care

Need to find a doctor? We can:

- **Use our Medical Insights technology** to match you with the right quality providers for your condition
- **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
- **Arrange face-to-face appointments**

Baffled by medical bills, claims denials or benefit questions?

Our experts can:

- **Explain how your benefits work**, including copays and deductibles
- **Review medical bills** to uncover possible duplicate charges or other errors
- **Do the research** and make the calls to resolve claims and billing issues





“Health Advocate saved the day.”

When Gina received a large bill for anesthesia after a recent surgery that should have been covered by her health plan, she called Health Advocate. Her Personal Health Advocate sorted through the paperwork, found a coding error and worked with the hospital and Gina’s plan to get the claim reprocessed, saving Gina significant time and money.

“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.



866.695.8622

Email: answers@HealthAdvocate.com
Web: 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 12 am (midnight), Eastern Time. 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

West’s Health Advocate Solutions 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.



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