

# Healthcare is complex; we are here to help make it easier!

Health Advocate provides confidential support to help you make sense of healthcare and take control of your health.

Connect with us over the phone, online or through our mobile app for:

## Help with Medical Care

- ✓ Learn more about your **diagnosis** and treatment
- ✓ Get answers to your **questions** about medical conditions
- ✓ Find out the **latest research** and most advanced approaches to care
- ✓ Connect with the **right in-network doctors** and specialists, obtain second opinions

## Help with Administrative Issues

- ✓ Get answers to benefits, eligibility and coverage questions
- ✓ Navigate through **copays**, coinsurance and cost-sharing
- ✓ Get assistance transferring medical records
- ✓ Untangle **medical bills** and resolve claims and billing issues

## Help On the Go

- ✓ Download our **app** to access all of your Health Advocate benefits
- ✓ Get informed with health and wellness articles and more
- ✓ View **personalized advice** based on your health needs and goals
- ✓ Check the **status** of your Health Advocate cases, upload documents
- ✓ View your **case history** to access the information you need



Health Advocate is available at no cost to employees, spouses, dependents, parents and parents-in-law. Completely confidential.

Turn to us—we can help.



**866.695.8622**

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

Download the app today!



We're not an insurance company. West's Health Advocate Solutions is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider.

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**HealthAdvocate<sup>SM</sup>**



Whenever you have a healthcare or insurance-related issue, Health Advocate's experts are standing by to help. We also want to make your experience as hassle-free as possible. **Here are a few tips for what to expect when you reach out:**



#### We quickly get you to the right place

Our Triage unit will take your call and get all the details about your issue, so we can get you to the right expert for the help you need. For example, benefits questions are directed to a Benefit Specialist, and questions about medical issues are triaged to a Health Advocate Registered Nurse.



#### Come prepared

What you need to have on hand depends on your issue. If you have a claims question, have your medical bill and Explanation of Benefits handy. You may also be asked to sign our Medical Authorization Release Form, which allows us to work on your behalf to resolve your issue.



#### How long it takes

Since every issue is unique, there is no standard "turnaround time." Straightforward requests, such as locating an in-network specialist, take much less time than an issue that requires research and outreach to health plans or doctors' offices.



#### We keep you informed

No matter how simple or complex your issue, your Personal Health Advocate will follow up with you until it's completely resolved, including sending regular email updates. **Please note:** these secure emails will come from a mailbox named **IssueUpdate**, not Health Advocate.

#### Remember



Health Advocate is here to help at no cost to you. Employees, spouses, dependents, parents and parents-in-law can reach out by phone or email anytime for one-on-one support.



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