HealthAdvocate

Get Started Guide

All-in-1 Benefit

- ☑ Healthcare Help
- ☑ EAP+Work/Life

HEALTH Advocate™

Welcome
to **HealthAdvocate**

Health Advocate is a service provided by your employer or plan sponsor, at no cost to you, featuring:

- **Healthcare Help**
  Personalized assistance to help you and your family navigate the complexities of the healthcare system.
- **EAP+Work/Life**
  This program will help address personal and work/life issues.

We look forward to serving you.

Feature 1

Healthcare Help

Assistance resolving healthcare-related issues

Your Personal Health Advocate can help you and your family:

- Find the right doctors, hospitals
- Schedule tests, appointments
- Locate eldercare services
- Secure second opinions
- Untangle claims
- Correct billing errors
- Navigate your insurance plan
- Explain conditions, treatments
- Help you make informed decisions

What is Healthcare Help?

The Healthcare Help feature provides personalized assistance to help you and your family navigate the complexities of the healthcare system.

When is it available?

You can access the program 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

What does it do?

A Personal Health Advocate can help you with a full range of healthcare and insurance-related issues to save you time, money and worry.

How does it work?

If you have a healthcare or insurance-related issue, call our toll-free number. You'll be assigned a Personal Health Advocate, who works with you one-on-one to find solutions to time-consuming issues, such as sorting out billing concerns, finding qualified doctors, transferring medical records, finding eldercare and more.

Our **Health Cost Estimator™** service offers the average estimated costs of common medical procedures. Call us and we can give you the cost information you need, so you can make an informed decision.

Who can use it?

The Healthcare Help feature is available to you, your spouse, dependent children, parents and parents-in-law.

Feature 2

EAP+Work/Life

Assistance and resources for real support

Employee Assistance Program (EAP)

Talk to a certified counselor to learn coping skills. You may be referred to the appropriate professional for in-depth, long-term help. Your counselor can address:

- Stress, depression, anxiety
- Marital relationships, family/parenting issues
- Work conflicts
- Anger, grief and loss
- Drug and alcohol abuse

Work/Life

Our Work/Life specialists find supportive services, check availability and make the referrals to help with:

- Eldercare, childcare
- Legal concerns
- Financial issues
- Time management
- Parenting
- Adoption

…and more

What is EAP and Work/Life?

The EAP and Work/Life program is a comprehensive program designed to help you lead a happier and more productive life at home and at work. All of us have experienced some type of personal problem, concern or emotional crisis at one time or another. Balancing the needs of work, family and personal responsibilities isn't always easy. Our program offers the right support at the right time.

When is it available?

The program is available 24/7.

What does it do?

The EAP and Work/Life program provides a professional counselor to listen and 1) help define the problem clearly, 2) assess the type of help needed, and 3) either provide the required help or make the most appropriate, cost-effective referral for you.

How does it work?

Simply pick up the phone and dial **866.799.2728** (toll-free) and talk to a counselor or visit online at **HealthAdvocate.com/members** to access the EAP and Work/Life services.

Who can use it?

The EAP and Work/Life program is available to you, your spouse, dependent children, parents and parents-in-law.

Summary of Features

Healthcare Help

Just give us a call.

During your very first call, you will be:

- Assigned a Personal Health Advocate—typically a registered nurse, supported by medical directors and benefits and claims specialists
- Asked for necessary background information
- Assured that your Personal Health Advocate will work on your question or problem, no matter how long it takes

EAP+Work/Life

Real support when you need it.

We're here when you need us most

Get short-term assistance to help you cope with personal, family and work issues, and the right resources to better balance your work and life.

In a crisis, emergency help is available 24/7

Always at Your Side

We're always here

Your Health Advocate benefit can be accessed 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

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

We're not affiliated with any insurance company. Instead, we help with your healthcare and insurance-related problems, and personal and work/life issues.

Your privacy is protected

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

Easy to Reach

Just call.
866.799.2728

Send us an email.
answers@HealthAdvocate.com

Visit us on the internet.
HealthAdvocate.com/members

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.

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