



“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 her significant time and money.



“I got the right support at the right time.”

Don received a difficult diagnosis and dealing with it was affecting his work. Health Advocate helped clarify his diagnosis, lined up a specialist for a second opinion and provided short-term counseling to help him with coping strategies.

Turn to us—we can help.



866.799.2728

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 a direct medical care provider, and is not affiliated with any insurance company or third party provider.

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 and is not shared with your employer.



Welcome

to Your New Health Advocate Benefit!

Health Advocate is a service provided at no cost to you, courtesy of your employer or plan sponsor. It can help you and your eligible family members resolve healthcare and insurance-related issues and more—all through a single toll-free number.

We look forward to serving you!



HealthAdvocate

Welcome

This guide provides an overview of Health Advocate and its many services. If you need assistance or have questions, simply call the toll-free number for prompt support.

Expert healthcare help

You have unlimited, confidential access to a team of Personal Health Advocates, healthcare experts who can help you get the right care at the right time and resolve a wide range of healthcare and insurance issues. They can:

- **Help you understand** your health insurance benefits
- **Support medical issues**, from common to complex
- **Answer questions** about diagnoses and treatments
- **Research the latest treatment options**
- **Coordinate services** related to all aspects of your care
- **Find the right in-network doctors** and make appointments
- **Coordinate second opinions** and transfer medical records
- **Resolve insurance** claims and billing issues

And much more



Confidential help with personal issues

Your EAP+Work/Life benefit offers support for personal issues and achieving a healthy work/life balance. **In a crisis, emergency help is available 24/7.**

- **Short-term counseling** in person, by phone and secure video from a Licensed Professional Counselor for help with stress, anxiety, depression, relationship problems, substance abuse and more; referrals to additional care as needed
- **Work/Life Specialists** for help finding childcare, eldercare and other services
- **Online resources and telephone consultations** with financial and legal specialists
- **Comprehensive website**
- **Skilled negotiators** for help lowering non-covered medical/dental bills over \$400

Who is covered? Health Advocate is available to eligible employees, their spouse, dependent children, parents and parents-in-law.

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- Medical Bill Saver™
- Resolve claims issues
- Work/life balance support



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