

“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.



866.799.2731

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

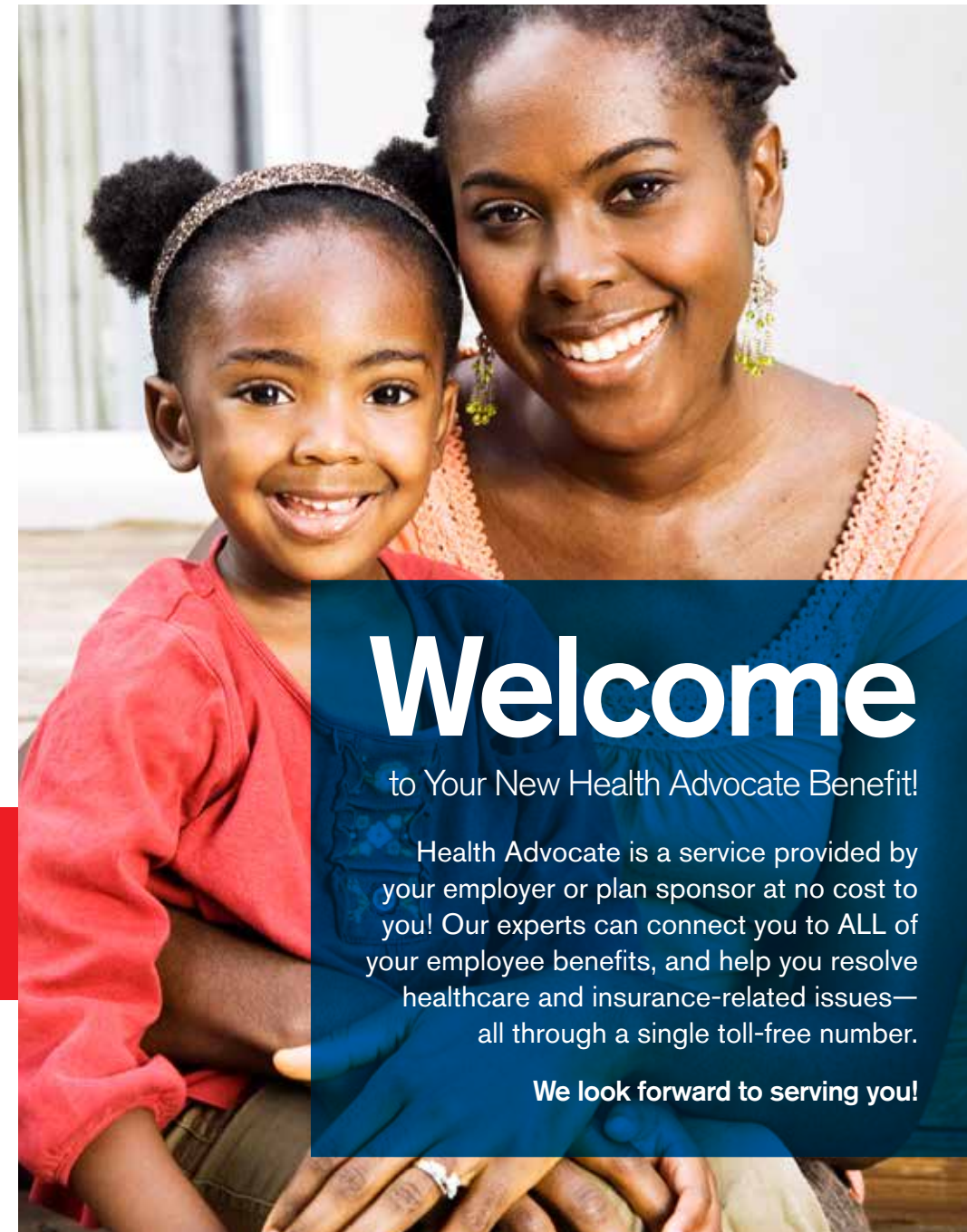
Your employer or plan sponsor offers your Health Advocate benefit at no cost to you.

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.



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 can connect you to ALL of your employee benefits, and help you resolve healthcare and insurance-related issues—all through a single toll-free number.

We look forward to serving you!



HealthAdvocateSM

Welcome

Welcome to Health Advocate! This guide provides an overview of how Health Advocate can help you and your eligible family members, **when you need it most!**

One number, complete support

With Health Advocate, you have unlimited access to a team of experienced Personal Health Advocates, typically registered nurses, supported by medical directors and benefits and claims specialists. Our Personal Health Advocates are familiar with your entire employee benefits package. They can explain your coverage, answer your questions, and when you need to reach a specific benefit, **they can connect you right away.**

Our Personal Health Advocates are also experts at navigating the complicated healthcare and insurance systems. They'll do the paperwork, make the calls and cut through the red tape to resolve a wide range of issues, such as finding providers, making appointments and untangling medical bills. **All to save you time, money and worry.**

Who is covered?

Health Advocate is available to eligible employees, spouses, dependents, parents and parents-in-law.



Help is Only a Phone Call Away

Your Personal Health Advocate can help

- **Answer questions** about your entire benefits package
- **Connect you to the right benefit** at the right time
- **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 expert second opinions** and transfer medical records
- **Resolve insurance claims** and billing issues

And much more

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we make healthcare **easier**

- Connect to all your benefits
- Expert healthcare help
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- Find the right doctors



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