

# HealthAdvocate™ Core Health Advocacy



**HealthAdvocate™**  
Always at your side



# Always at your side...

## When it matters most

As the nation's leading healthcare advocacy and assistance company, Health Advocate is passionate about helping people.

The foundation of our business is our Core Health Advocacy program, a unique service that helps employees successfully navigate the complicated healthcare and health insurance systems. Our accomplished team of Personal Health Advocates, highly trained clinical, benefits and claims experts, is skilled at working with healthcare providers, insurance plans and other health-related organizations to resolve complex issues and help employees get the right care at the right time.

Their expertise and commitment to resolving issues quickly and efficiently, and engaging employees in a conversation about their health, increases productivity, improves outcomes and eases the burden on your Human Resources staff. Everyone saves time and money.

**Our Core Health Advocacy service personally helps employees find the right answers at the right time**

# The right answers at the right time

## Our Core Health Advocacy Service

One simple call to our toll-free number is all it takes to get help with virtually any healthcare or insurance-related issue.

Each employee is assigned a Personal Health Advocate, typically an experienced registered nurse supported by medical directors and benefits and claims specialists. From finding an in-network specialist... to untangling a medical bill... to clarifying benefits, **our Personal Health Advocates know the ins and outs of these complicated systems to get the right answers, quickly and efficiently.**

Our work to resolve the issue begins immediately, including research, contacting doctors and health insurers, and completing paperwork to get to the most comprehensive resolution. Best of all, employees work with the same Personal Health Advocate until their issue is completely resolved, and are free to contact them for any follow-up needs.

## Free, value-added features focus on outcomes, savings

Clients who provide claims and utilization data, typically self-funded groups, have access to the following value-added features at no additional cost:

- **Targeted “gaps in care” coaching.** Leveraging our state-of-the-art health information technology, we compare client data against evidence-based guidelines to identify actionable “gaps in care.” With access to this information on their Health Information Dashboard™, our Personal Health Advocates can provide important preventive reminders and health coaching, empowering employees to take action.
- **Client Dashboards.** Clients have 24/7 access to comprehensive, aggregate data on two secure Client Health Information Dashboards, giving them ongoing, strategic insight into medical cost drivers and utilization.
- **Enhanced medical cost transparency.\*** Our Personal Health Advocates use our powerful Health Cost Estimator™ tool to provide detailed, area-specific medical cost estimates, promoting more informed, cost-effective decision making.



### Expanded coverage

Our Core Health Advocacy service is available 24/7 to eligible employees, their spouses, dependent children, parents and parents-in-law.

\*Buy-up option

# Expert help when it's needed most

## Help with multiple issues

A single, toll-free number connects employees to a Personal Health Advocate, who can help resolve a wide range of clinical, claims, coverage and billing issues. This includes:

- **Finding** qualified doctors, hospitals, dentists and other providers nationwide
- **Identifying** top medical institutions and clinical trials
- **Locating** leading doctors, hospitals and other providers for second opinions
- **Scheduling** earliest appointments with hard-to-reach specialists; arranging for specialized treatments and tests
- **Estimating** and understanding healthcare costs to help them make informed decisions\*
- **Clarifying** complex conditions; researching available treatment options
- **Resolving** insurance claims; uncovering billing errors; negotiating payment arrangements
- **Finding** options for non-covered services; negotiating provider discounts
- **Answering** questions about test results, treatments and medications recommended or prescribed by the physician
- **Addressing** eldercare issues; clarifying Medicare; locating adult day care, assisted living and long-term care; researching transportation to appointments
- **Assisting** with special needs; finding caregiver support services, in-home care, rehabilitation resources and hospice; expediting coverage for special procedures and medical equipment
- **Negotiating** pre- and post-claim fees for medical cost savings

“I can say without a doubt this is one of the best investments for our employees.”

– Amy Z., Chicago, IL

\*Buy-up option



# An investment in **saving time and money**

## Setting the standard in quality and service

Health Advocate continually invests in our staffing and infrastructure, to ensure the highest level of quality service.

### **Quality staff, continual training.**

Our Personal Health Advocates have extensive experience in both clinical settings and within health plans. They receive ongoing monitoring to ensure service excellence and call accuracy.

### **State-of-the-art technology.**

Our advanced computer technology, software and telephone systems provide reliable, quick access to all member benefit and utilization information.

### **Sophisticated clinical capabilities.**

Our experienced medical directors and clinical experts enable us to address complex clinical issues. This includes locating “best practice” services nationwide, and finding leading physicians most qualified to evaluate employees for second opinions.

### **Quality assessment.**

Our processes include comprehensive case reviews and a formal quality audit process.

### **Rigorous security and privacy.**

Physical and technological safeguards protect employee data, and are in full compliance with HIPAA regulations.

## Streamlined installation and implementation to better serve you

Our Core Health Advocacy service is easy to install, and comes with a comprehensive communications program to maximize utilization.

### **Installation**

Enrollment and implementation is simplified by automatically enrolling all eligible employees. Our database stores health and benefit information for easy access when employees call.

### **Year-round communications**

We offer a full range of materials, distributed throughout the year, to introduce, educate and remind your employees about our services.

- **Turnkey print** and electronic communications
- **Reach employees** at multiple levels
- **Customization available** at an additional cost



# Key Benefits

## For employers

- **Increases employee productivity**, retention
- **Reduces claims costs**, grievances, appeals
- **Supports consumer-driven** health plans
- **Promotes utilization** of network providers
- **Eases burden** on Human Resources staff
- **Year-round communication materials** maximize utilization
- **Identifies actionable “gaps in care”** for health coaching and other opportunities to improve outcomes\*
- **Offers key insight** into medical cost drivers and aggregate risks/opportunities\*
- **Promotes increased medical cost transparency**, empowering more informed healthcare decisions\*\*

## For employees

- **Finds the right answers**, quickly and correctly
- **Improves** work/life balance
- **Compassionate approach** to issue resolution
- **Confidential** and convenient
- **Helps the entire family**, including parents and parents-in-law
- **Saves time**, money and worry
- **Improves health outcomes** and engagement in their health

\*When data is provided

\*\*Buy-up option

# About Us

**Health Advocate™, Inc.**, a subsidiary of West Corporation, is the nation’s leading healthcare advocacy and assistance company. Health Advocate serves more than 10,000 clients offering solutions that save time and lower healthcare costs. Our award-winning solutions include EmpoweredHealth, Health Advocacy, Wellness Coaching, EAP+Work/Life and Chronic Care Solutions, among others. We also leverage the power of data analytics to help our clients and members get more value out of the healthcare system.

For more information, visit [HealthAdvocate.com](http://HealthAdvocate.com).

## Get started today

**Maximize the value of your benefits with Health Advocate**

If you do not currently offer Health Advocate, we would welcome the opportunity to introduce you to our Core Health Advocacy service as well as our full spectrum of complementary solutions.

## Contact us for more information



**866.799.2655**



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**Web: [HealthAdvocate.com](http://HealthAdvocate.com)**

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate complies with all government privacy standards. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.



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