

**Exclusively** for Health Advocate Members

Health**Advocate**<sup>™</sup>

# Get Started

## Welcome to Your 2-in-1 Health Advocate Benefit

Health Advocate is a service provided by your employer or plan sponsor, at no cost to you. It can help you and your eligible family members resolve healthcare and insurance-related issues, and balance your work and life. **We look forward to serving you!**

### Featuring...

- Health Advocacy
- EAP+Work/Life



**Health**Advocate**<sup>™</sup>**  
Always at your side

**HealthAdvocate™**

# Help is Only a P

Feature 1

## Health Advocacy

### Help resolving healthcare-related issues

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

A Personal Health Advocate, typically a registered nurse supported by medical directors and benefits and claims specialists, can help you with a full range of healthcare and insurance-related issues to save you time, money and worry.

Our **Health Cost Estimator™** service provides detailed estimates for dozens of medical procedures and services... right in your area. Call us and we can give you the cost information you need, so you can make an informed decision.

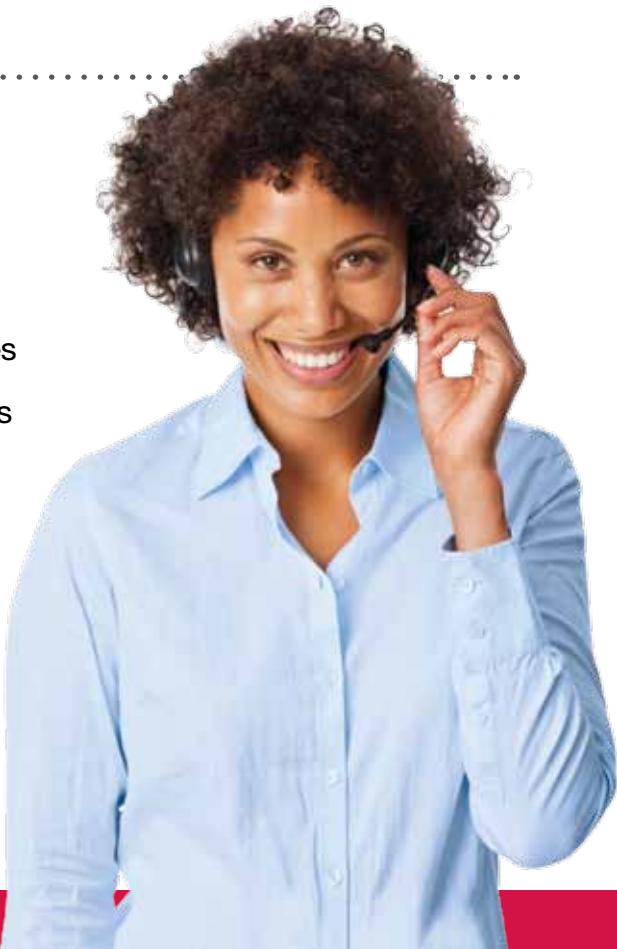
If you have a healthcare or insurance-related issue, call our toll-free number. You'll be assigned a Personal Health Advocate who works with you one-on-one to find solutions to time-consuming issues, such as sorting out billing concerns, finding qualified doctors, transferring medical records, finding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

24/7  
Support

866.799.2728

### Your Personal Health Advocate can help you and your family...

- Find the right doctors, hospitals, dentists
- Secure second opinions
- Estimate costs for common medical procedures
- Untangle claims
- Correct billing errors
- Transfer medical records
- Locate eldercare services
- Make informed decisions
- Schedule tests, appointments
- Navigate your insurance plan
- Explain conditions, treatments



# Phone Call Away

Feature 2

## EAP+Work/Life

### Assistance and resources for real support



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.

The EAP and Work/Life program provides a Licensed Professional Counselor to listen and:

- Help define the problem clearly
- Assess the type of help needed
- Either provide the required help or make the most appropriate, cost-effective referral for you

For added support, log on to the EAP+Work/Life member website for information and to sign up for monthly webinars. You will also receive newsletters covering a wide-range of popular topics.

Simply call **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. The program is available 24/7.



**Visit us online at:**  
**HealthAdvocate.com/members**

### Our Employee Assistance Program (EAP) and Work/Life specialists can assist with...

- Stress, depression, anxiety
- Marital relationships, family/parenting issues
- Work conflicts
- Anger, grief and loss
- Drug and alcohol abuse
- Eldercare, childcare
- Legal, financial issues
- Time management
- Parenting and adoption

**In a crisis, emergency help is available 24/7**

# HealthAdvocate™

# Member Website

Your customized Health Advocate member website makes it easy to access all your benefits.

**Go to [HealthAdvocate.com/members](http://HealthAdvocate.com/members)**

Click on the features:



## Health Advocacy

- Read about all the issues we address
- Learn how we can help you



## EAP+Work/Life

- Locate important support resources
- View monthly online webinars



**Who is covered?** The Health Advocacy and EAP+Work/Life features are available to eligible employees, their spouses, dependent children, parents and parents-in-law.

## Always at Your Side

### We're here when you need us most

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 don't replace your health insurance plan. Instead, we help with your healthcare and insurance-related 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



**866.799.2728**



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



**Download our NEW SmartPhone App**  
App Store / Google Play  
Plus, access Health Cost Estimator™

**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.

©2013 Health Advocate, Inc.

HA-CEM-1305044-1BRO

# Member **Wallet Cards**



**HealthAdvocate™**



**HealthAdvocate™**



**HealthAdvocate™**



**HealthAdvocate™**

# Member Wallet Cards

**HealthAdvocate.com/members**

Health Advocacy       EAP+Work/Life



**866.799.2728**

In a crisis, emergency help is available



**Download our NEW SmartPhone App**

App Store / Google Play

**Plus, access Health Cost Estimator™**

©2013 Health Advocate, Inc. 43-N

**HealthAdvocate.com/members**

Health Advocacy       EAP+Work/Life



**866.799.2728**

In a crisis, emergency help is available



**Download our NEW SmartPhone App**

App Store / Google Play

**Plus, access Health Cost Estimator™**

©2013 Health Advocate, Inc. 43-N

**HealthAdvocate.com/members**

Health Advocacy       EAP+Work/Life



**866.799.2728**

In a crisis, emergency help is available



**Download our NEW SmartPhone App**

App Store / Google Play

**Plus, access Health Cost Estimator™**

©2013 Health Advocate, Inc. 43-N

**HealthAdvocate.com/members**

Health Advocacy       EAP+Work/Life



**866.799.2728**

In a crisis, emergency help is available



**Download our NEW SmartPhone App**

App Store / Google Play

**Plus, access Health Cost Estimator™**

©2013 Health Advocate, Inc. 43-N