

Health**Advocate**[™] Health Advocacy

Help is here

When employees struggle through the healthcare system to get answers, it costs everybody time and money. Health Advocate[™], the nation's leading independent healthcare advocacy and assistance company, is widely recognized for helping millions of people successfully navigate the healthcare maze. At the heart of our organization are our Personal Health Advocates, highly trained clinical, benefits and claims experts who are dedicated to getting the right answers and helping employees get the right care at the right time. We also offer a selection of strategic, data-driven tools that can help you target the drivers of healthcare costs and realize even greater savings. With Health Advocate, employees can focus on work, outcomes improve, benefits are maximized and the burden on HR is lifted. Everyone saves time and money.



Health**Advocate**[™]
Always at your side

HealthAdvocate™ Health Advocacy

Number one in finding the right answers

Our experienced team knows the ins and outs of healthcare. We interact with insurance companies and providers, do the research and make the calls—all to save time, money and worry.

Our specialized service:

- **Finds the right doctors;** researches treatment options; secures specialist appointments; coordinates second opinions; identifies top medical institutions and clinical trials
- **Resolves claims and billing issues;** transfers medical records; negotiates payment arrangements; finds options for uncovered services
- **Explains complex medical conditions;** prepares employees for doctor visits, medical tests and treatments
- **Addresses eldercare issues,** locates assisted living and adult day care; finds caregiver support services
- **Promotes pricing transparency,** with our exclusive Health Cost Estimator+™ tool (buy-up option)
- **Delivers personalized “gaps in care” coaching,** leveraging our data-driven dashboard technology*
- **Provides strategic cost and utilization data,** through two dedicated Client dashboards*
- **Notifies employees about important preventive care;** helps them track benefits usage*

*Based upon receipt of employer's utilization data

©2014 Health Advocate, Inc. HA-B-1407009-1FLY

The Health Advocacy advantage: Personalized, expert support

- **Personal Health Advocates do all the work;** are available for unlimited follow-up
- **Supported by a world-class team** of highly trained clinical, benefits and claims experts
- **Lowers medical costs;** improves health outcomes, productivity and retention
- **Supported by** state-of-the-art technology
- **Reduces grievances,** appeals and claims costs
- **Available anytime,** 24/7, 365 days a year
- **Eases burden** on HR departments
- **Covers employees,** their spouses and other family members
- **Maximizes** consumer-driven health plans
- **Supports** more informed, cost effective decision-making
- **Employees work with** the same Personal Health Advocate until all issues are resolved
- **Comprehensive** turnkey communications progra

Our **Health Advocacy** program is always at your side to save time and money. **It's what sets us apart.**

Health Advocate, Inc, a subsidiary of West Corporation, is the nation's leading healthcare advocacy and assistance company. We serve more than 10,000 clients, including many of the nation's leading companies. Offering a broad spectrum of personalized, integrated health advocacy, wellness, EAP+Work/Life and other solutions, supported by leading-edge information technology, the company helps to reduce medical costs and enhance the quality of Americans' healthcare experience. HealthAdvocate.com

Contact Health Advocate or your broker to arrange a meeting to learn more about the Health Advocate Core Health Advocacy service and our spectrum of innovative, time- and money-saving solutions for both employees and employers. Contact us at 866.799.2655, or email us at info@HealthAdvocate.com.



HealthAdvocate™
Always at your side