

**Exclusively** for Health Advocate Members

Health**Advocate**<sup>™</sup>

# Get Started

## Welcome to Your All-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 improve your health. **We look forward to serving you!**

### Featuring...

- ✓ Health Advocacy
- ✓ Wellness Coaching



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

HealthAdvocate™

# Help is Only a P

Feature 1

## Health Advocacy

**Assistance resolving healthcare-related issues**

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

### What does it do?

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.

### How does it work?

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.



**866.695.8622**

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

- **Find** the right doctors, hospitals, dentists
- **Secure** second opinions
- **Estimate** medical costs for common 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

## Wellness Coaching

### Helping you make healthy changes

Our Wellness Coaching program features access to a personal Wellness Coach, by telephone, email or instant message, to help you set—and stick with—your personal health goals. Or, you can enroll in self-guided, online coaching programs. Our full range of online tools such as tip sheets, healthy recipes and more, can help you better manage your health.

#### What does it do?

The Wellness Coaching program can help you lose weight, get fit, eat better, stop smoking, reduce stress, manage certain health conditions, and reach other health goals. You will have unlimited access to a personal Wellness Coach for ongoing motivation.

Your online health tools include a confidential Personal Health Profile that summarizes your health risks; step-by-step coaching programs; progress trackers; interactive wellness competitions; and the **MedChoice Support™** tool to weigh your medical care options. The program also offers discounted gym memberships, health tips and more.

### Our Wellness Coaching program helps you every step of the way to...

- **Enjoy** unlimited support from your personal Wellness Coach
- **Determine** your risk for health conditions by filling out your Personal Health Profile
- **Access** self-guided, online coaching programs and tutorials
- **Use** online progress trackers to help you meet your goals
- **Participate** in interactive fitness competitions, seasonal campaigns
- **Compare** medical options with our MedChoice Support™ tool



#### How does it work?

You can communicate with your Wellness Coach by telephone, email or instant message at your convenience. All online health tools are available to you 24/7.



**Visit us online at:**  
**[HealthAdvocate.com/members](http://HealthAdvocate.com/members)**



# HealthAdvocate™

# Member Website

Your password-protected, customized Health Advocate member website makes it easy to access all your benefits and take advantage of your online tools.

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

Sign in, and click on the features:



### Health Advocacy

- ✓ See the many issues we address
- ✓ Learn how we can help you



### Wellness Coaching

- ✓ Complete your Personal Health Profile
- ✓ Access a range of online tools



**Who is covered?** The Health Advocacy feature is available to eligible employees, their spouses, dependent children, parents and parents-in-law. The Wellness Coaching feature is available to eligible employees, their spouses and dependent children, age 18 and older.

## 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. 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.

### Your privacy is protected

Our staff follows careful protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.

## Easy to Reach



**866.695.8622**



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



Download our **NEW** SmartPhone App  
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**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.

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HA-CWM-1208016-1BRO

# Member Wallet Cards



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