

**Confused by benefits, treatment, or diagnoses?  
Turn to Health Advocate!**

# we make healthcare easier

The healthcare system is complex. Wouldn't it be wonderful to have a caring expert by your side? That's why we're here! Just call and our Personal Health Advocates will provide the confidential, compassionate support you need to get the right answers and take control of your health.

**All at NO COST to you!**



**HealthAdvocate<sup>SM</sup>**



## Help with Medical Issues

### Talk to a Medical Expert

We'll answer your questions about your medical condition and research the latest, most advanced approaches to care.

### Find the Right Doctors

We'll find the right doctor or specialist for your condition—one who's close by and in your network. We'll even make the appointment!

### Get Expert Second Opinions

We'll connect you with the nation's leading specialists and medical centers to confirm your diagnosis and treatment plan. We'll also handle the transfer of medical records, lab results and X-rays.

### Explore Your Treatment Options

Our experts will clearly explain your diagnosis and treatment options so you can make the right decisions about your care. They'll also provide support and guidance along the way.

## Help with Administrative Issues

### Check the Networks

We can check to make sure your doctors are in your plan's network. If not, we can help you locate a new provider, transfer your medical records, and even make appointments.

### Answer Benefit Questions

We can explain your share of the costs, plus help you navigate the maze of copays, coinsurance and cost-sharing.

### Make Sure Your Drugs Are Covered

We can check to see if your plan's list of covered medications includes those you take regularly, especially if they are expensive.

### Resolve Claims and Billing Issues

We'll do the legwork to untangle medical bills and resolve claims and billing issues.

### Work with Insurance Companies

We'll work on your behalf to get any necessary approvals and coordinate benefits.

**The best part? You, your spouse or domestic partner, dependent children, parents and parents-in-law can all use Health Advocate!**

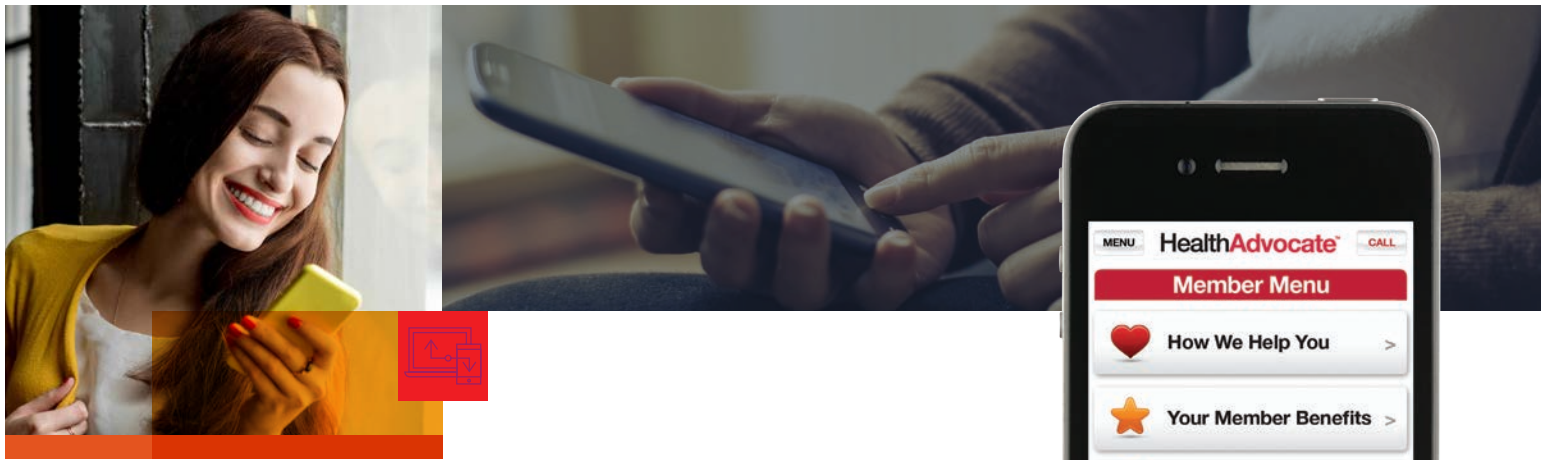
**Just call, email or go online to get started!**



**866.695.8622**

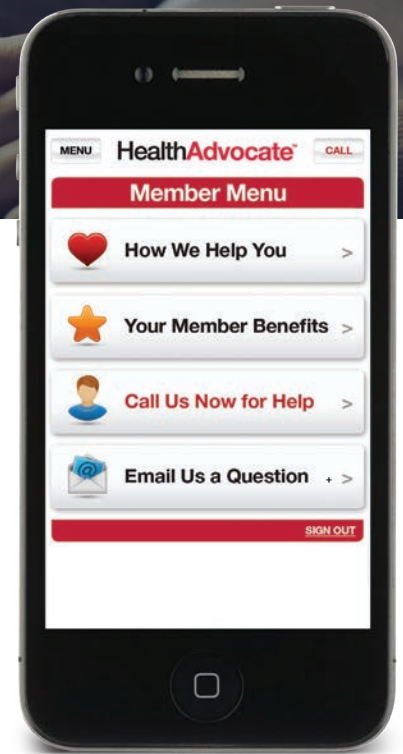
**Email:** [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)

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



# HealthAdvocate's SmartPhone App

Your Link to Healthcare + Insurance Help



## Free • Convenient • On-the-Go Help

The Health Advocate app makes it easy to get in touch with a Personal Health Advocate as well as keep you informed of the many ways we can help you resolve often frustrating and time-consuming healthcare and insurance issues.

### How We Help You

Top reasons to call us

### Your Member Benefits

Health Advocate benefits at-a-glance

### One-Touch Calling

LifeLine to a Personal Health Advocate

### Email a Personal Health Advocate

Ask a question or address an issue

## How to Download our FREE Mobile App

### AppStore (for iPhone and iPad):

1. Tap the AppStore icon on the home screen.
2. Tap the magnifier search icon at the bottom of the screen, and type "Health Advocate SmartHelp" in the search bar.
3. Tap INSTALL.

### Google Play (for Android):

1. Tap the Google Play icon on the home screen.
2. Tap the magnifier search icon in the top right corner, and type "Health Advocate SmartHelp" in the search bar.
3. Tap INSTALL.



**866.695.8622**

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

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