


# Health Advocate Frequently Asked Questions

## Who is Health Advocate?

**Health Advocate is the nation's leading healthcare advocacy and assistance company.** Our experts make healthcare easier, by helping you and your eligible family members navigate the healthcare system, resolve healthcare and insurance issues, and get to the right care at the right time.

## Is Health Advocate the same as insurance?

**No.** Health Advocate is not an insurance company, and does not replace healthcare coverage, provide medical care or recommend treatment. We help simplify the healthcare experience to save you time, money and worry.

## How does the Health Advocacy service work?

- Whenever you or an eligible family member has a healthcare-related issue or concern, you **simply call our toll-free number to connect with an experienced Personal Health Advocate.**
- The Personal Health Advocate will gather information about the issue and work to resolve it as quickly as possible.
- Before we can get to work, you will be asked to sign the Health Advocate Authorization Form. This form gives Health Advocate permission to gain access to medical information and interact with providers and insurance companies on your behalf.
- You will work with the same Personal Health Advocate until all issues are completely resolved.

## Who is eligible to use the service?

**You, your spouse, dependent children, parents and parents-in-law** can all access Health Advocate's services as often as you/they like.

## Does it cost anything to use Health Advocate?

**No.** Health Advocate's services are provided to employees and their eligible family members at no cost.



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## What kind of issues can Health Advocate help with?

Our Personal Health Advocates can help with a wide range of clinical and administrative issues.

### Examples of Clinical Support

- Answer questions about medical diagnoses and review treatment options
- Research and identify the latest, most advanced approaches to care
- Coordinate clinical services related to all aspects of your care
- Locate "best-in-class" physicians and medical centers for second opinions
- Help prepare you for doctor visits

### Examples of Administrative Support

- Answer benefit questions, including explaining employees' share of the costs
- Research and resolve insurance claims and medical billing issues
- Find the right in-network providers and make appointments
- Facilitate the transfer medical records
- Locate eldercare and other community services that may fall outside of traditional coverage
- Answer questions about medicare



## What are the qualifications of the Personal Health Advocates?

Our Personal Health Advocates are healthcare experts who know the ins and outs of the healthcare system. They are typically **registered nurses** supported by **medical directors** and **benefits and claims specialists**, and have extensive experience working in medical, healthcare and/or insurance settings.

## Are all employee interactions kept confidential?

Yes. The privacy of our members is of utmost importance. Our entire staff complies with all government privacy standards, and all medical and personal information is kept strictly confidential.

## Can you give some examples of how Health Advocate helps save money?

Interacting with the healthcare and insurance systems can be frustrating and take a lot of time. From **locating doctors** to **reviewing medical bills** to **negotiating provider discounts**, we take on those time-consuming issues so you can get the answers you need and stay productive. Our research often uncovers billing and other errors which can lead to significant savings.

## What are the hours of operation?

**Health Advocate can be accessed 24/7.** Normal business hours are Monday - Friday, from 8 am to 10 pm, Eastern Time. Staff is available for assistance after hours and on weekends.

## Do you have more questions? Contact us:

**866.695.8622**

Email: answers@HealthAdvocate.com
Web: HealthAdvocate.com/DuPageCo

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