



866.695.8622

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

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

# Introducing

# HealthAdvocate<sup>SM</sup>

We are very pleased to offer Health Advocate, a new and important benefit, to our employees and their eligible family members. Health Advocate is designed to help handle healthcare and insurance-related issues by cutting through the red tape and barriers that so often create frustration and problems.

**This is only available to full-time corporate employees, senior team leads, senior crew coordinators, site leads, site supervisors and site managers.**

You will have an advocate at your side.

With Health Advocate, you will have your own Personal Health Advocate, typically a registered nurse, supported by medical directors and benefits and claims specialists. You will have the confidence in knowing that the entire Health Advocate team is working on your behalf to help you and represent your needs.

Here is just a sample of the many services you will now have readily available to you with Health Advocate:

- Help finding the right doctors and hospitals
- Help obtaining services for your elderly parents and parents-in-law
- Help scheduling appointments, especially with hard-to-reach specialists
- Help when faced with serious illness or injury
- Help with insurance claims and billing issues
- ...and much more!

One of the other unique features of Health Advocate is that your extended family will be able to use their special services. In addition to you, your spouse and dependent children, your parents and parents-in-law will also be covered under this program.

## About Health Advocate

It should be noted that Health Advocate does not provide health insurance or medical coverage. Their program is not a substitute for your current health insurance plan. Rather, Health Advocate complements your basic health coverage by facilitating your interaction with healthcare providers and insurers.

## Getting Started

- **As part of this welcome packet**, you will receive several wallet ID cards with the Health Advocate toll-free number printed on each card.
- **A single telephone number to call.** Whenever you or an eligible family member encounters a healthcare or insurance-related issue, all you have to do is call Health Advocate at 866.695.8622 (toll-free) for assistance. When you call Health Advocate they may ask you to complete a Medical Information Release Form. Please be assured that all of your personal information will be kept strictly confidential by Health Advocate and your privacy will be protected.

Our decision to offer Health Advocate clearly reflects our interest in making certain that our employees have the best possible healthcare. We believe that you and your family will greatly benefit from this valuable service.



Your health  
is important  
We're here to help

Your employer has partnered with Health Advocate to offer you personalized support to improve your health and well-being, all at no cost to you!

**This guide contains an overview of the many ways we can help.**

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



## Expert help when you need it most

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Your Health Advocate services give you access to experts who can support you in handling a wide range of healthcare and insurance-related issues. **We'll get to the heart of your issue, no matter how complex.**

### We'll help you:



Get answers to your **insurance and claims questions** and **resolve billing issues**



**Understand how your benefits work** and clarify copays and deductibles



Find the right **in-network doctors**, make appointments and **transfer medical records**



Make **informed decisions** about medical conditions and diagnoses



Find and explore the **latest treatment** options and arrange **second opinions**



**Coordinate services** related to all aspects of your care

# Connect with us no matter where you are

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Visit our website or app to learn more about your Health Advocate services. Plus...



**Connect** with a Health Advocate expert



Access trustworthy **health information** and **helpful tips**



Learn how to **reduce healthcare costs**, including **prescription costs**



View important **news alerts**



**Open a case** and download forms



**Check the status** of your case

[HealthAdvocate.com/members](https://HealthAdvocate.com/members)



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## We support the whole family

Our services are available to employees, spouses, dependents, parents and parents-in-law at **no cost to you.**



### In our members' words

“You took away so many of my worries. Thank you for your expertise, empathy and compassion. It made all the difference.”

Quickly reach us any way  
you like — by phone, email,  
online or our mobile app.



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

Your Health Advocate services can be accessed 24/7. Normal hours of operation are Monday - Friday from 8 AM to 10 PM Eastern Time. Staff is available for assistance after hours and on weekends.

#### We're not an insurance company

Health Advocate is not a direct medical care provider and is not affiliated with any insurance company or third party provider.

#### Your privacy is protected

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