








Knowing who to call for healthcare and benefits issues isn't always clear



You could waste valuable time, add stress and delay getting the answers you need while trying to find the correct number **when one number is all you need — ours!** Calling Health Advocate connects you to Personal Health Advocates who know the ins and outs of the healthcare system and your **entire** benefits package.

Your Personal Health Advocate can:

-  Explain your coverage and answer benefit questions
-  Connect you to specific benefits right away
-  Answer questions about diagnoses and treatments
-  Find the right in-network doctors and make appointments
-  Coordinate services related to all aspects of your care
-  Arrange second opinions and transfer medical records
-  Resolve insurance claims and medical billing issues

When you have an issue, just call the toll-free number. You will be assigned to a Personal Health Advocate. The same Personal Health Advocate works with you until your issue is resolved!

Advocates in Action

“With your help we felt sure our daughter was getting the best possible care.”



At 22 months, Sara's daughter was not meeting milestones, had delayed speech and poor muscle tone. Her pediatrician referred her to an out-of-network specialist. The whole family was stressed and frustrated on multiple fronts.

Sara called Health Advocate. Her Personal Health Advocate:

- **Located an in-network** developmental pediatrician affiliated with a leading children's hospital in a city near Sara's home
- **Offered to connect** her to her employer's Employee Assistance Program for help with stress and family issues



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