

# HealthAdvocate™ Spectrum of Solutions

Starting with Core Advocacy, you can add on one or more of our fully integrated solutions, for an additional cost, to help attract new clients and retain your current customers. Our innovative solutions help ease the burden on HR, reduce risks and costs, and promote sound healthcare decision-making.



## Building on Core Advocacy for Maximum Savings

Health Advocate's Core Advocacy service is centered around a team of Personal Health Advocates (PHAs), typically registered nurses, supported by medical directors and benefits and claims specialists. Our PHAs help employees resolve a range of healthcare and insurance-related issues, quickly and correctly.

### The Core Advocacy service can help in the following ways:

- Finds qualified doctors, hospitals, dentists
- Facilitates second opinions with leading specialists
- Provides cost estimates for medical savings
- Resolves insurance claims issues and corrects billing errors
- Covers the employee, their spouse, dependent children, parents and parents-in-law
- Improves health outcomes
- Increases productivity

...and more

## Complementary Solutions

### Wellness+Work/Life Support



#### Wellness Advocate™

**Better health. Better bottom line.**

Features unlimited access to a personal Wellness Coach, supported by robust, online tools to help employees reach health goals. Easy transition to personalized, two-way support with PHA. Includes comparative Medical Decision Support™ tool.



#### EAP + Work/Life™ Program

**Full support. Full productivity. Extra savings.**

EAP professionals provide short-term counseling and resource support for personal, family and work/life issues, and assist HR staff with sensitive issues.



#### NurseLine™

**Trusted professionals, a phone call away.**

After-hours access to registered nurses for advice about non-urgent medical conditions.

### Benefits Gateway



#### Benefits Gateway™

**One number for all benefits.**

Live benefits experts connect employees to the right benefit through a single, toll-free number. Includes employee Health Information Dashboard™.



#### Health Information Dashboard™

**Leveraging information to enhance health.**

Created for each employee. Summarizes benefits used, health metrics and productivity benchmarks, to easily identify areas for improvement and leverage teachable moments for better health outcomes.

### Cost-Saving Solutions



#### Medical Bill Saver™

**Offering employees financial relief.**

Experts negotiate with providers to lower uncovered medical and dental bills.



#### Medical Decision Support™

**A smart tool for smart decisions.**

Comparative tool helps employees make cost-effective decisions about their medical care.



#### Engage Health Program™

**Take control.**

Advanced information systems identify high-risk individuals for specialized health management, coupled with personalized support to better manage chronic diseases.

### Human Resources Solutions



#### Enrollment Advocate™

**Full benefits support when you need it most.**

Specialists educate employees about benefits in times of major change, such as switching to consumer-driven health plans.



#### FMLA Support™

**Verify and clarify leave requests.**

Independent medical team helps verify employee requests for medical leave, in compliance with up-to-date regulations and privacy laws.



#### Independent Appeals Administration™

**Unbiased advice.**

Experts provide impartial analysis of appeals, in compliance with regulations and timelines for self-funded companies who retain fiduciary responsibility for the appeals process.

## Get started today

Call your Health Advocate Sales Vice President or Account Manager today. Or, contact Bob Kelly, Director of Producer Relations, at 610.397.7618 or [rbkelly@HealthAdvocate.com](mailto:rbkelly@HealthAdvocate.com) for more information.