



Whenever you have a healthcare or insurance-related issue, Health Advocate's experts are standing by to help. We also want to make your experience as hassle-free as possible. **Here are a few tips for what to expect when you reach out:**



#### We quickly get you to the right place

Our Triage unit will take your call and get all the details about your issue, so we can get you to the right expert for the help you need. For example, benefits questions are directed to a Benefit Specialist, and questions about medical issues are triaged to a Health Advocate Registered Nurse.



#### Come prepared

What you need to have on hand depends on your issue. If you have a claims question, have your medical bill and Explanation of Benefits handy. You may also be asked to sign our Medical Authorization Release Form, which allows us to work on your behalf to resolve your issue.



#### How long it takes

Since every issue is unique, there is no standard "turnaround time." Straightforward requests, such as locating an in-network specialist, take much less time than an issue that requires research and outreach to health plans or doctors' offices.



#### We keep you informed

No matter how simple or complex your issue, your Personal Health Advocate will follow up with you until it's completely resolved, including sending regular email updates. **Please note:** these secure emails will come from a mailbox named **IssueUpdate**, not Health Advocate.

#### Remember



Health Advocate is here to help at no cost to you. Employees, spouses, dependents, parents and parents-in-law can reach out by phone or email anytime for one-on-one support.

