



EMERSON, REID & Co.

# Health Advocate Healthcare Advocacy and Assistance Company

Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, serves more than 7,000 clients providing more than 20 million Americans with expert, personalized help to resolve healthcare and insurance-related issues. The company offers a spectrum of add-on, time and money saving solutions designed for both employers and employees.

As employers and other organizations attempt to control healthcare costs and improve health outcomes, Health Advocate offers a spectrum of proven solutions to personally help employers and their employees successfully navigate the healthcare and insurance systems to save time and money. Health Advocate offers the right experts to help your clients enhance employee health, maximize their benefits investment, increase productivity and, most importantly, reduce costs.

In today's HIPAA compliant environment, Health Advocate allows brokers to focus on sales rather than the expense of hiring and training a customer support staff.



## Core Advocacy features

Personal Health Advocates work on the employees' behalf with healthcare providers, insurance plans and health-related community services. Personal Health Advocates remain with the employee until the issue is resolved. They provide:

### Clinical support

Find doctors; obtain second opinions; research treatments; schedule appointments with specialists

### Administrative support

Help resolve insurance claims; correct billing mistakes; navigate within an insurance company

### Healthcare coaching

Prepare employees for doctor visits; inform about medical tests and treatments; explain complex conditions

### Information and resource support

Assist with eldercare, including Medicare issues; find community support health services

## Benefits to employees

- Saves time, money and worry
- Gets the right answers at the right time
- Trusted clinical, benefits and claims experts
- Healthcare help just a phone call away
- More confidence about care decisions
- Core Advocacy covers entire family, including parents and parents-in-law
- Independent, confidential, convenient
- Helps balance work/life
- Increases satisfaction with employer
- Learn how to get the most out of healthcare benefits

## Benefits to employers

- Team of experienced medical, insurance and benefits experts
- Saves time and money
- Increases productivity, retention
- Reduces absenteeism, illness, claims
- Supports consumer-driven health plans
- Reduces grievances, claims, appeals
- Promotes better network utilization
- Reduces billing errors
- Better health outcomes
- Eases burden on HR staff
- Independent, confidential, reliable service

