



HealthAdvocate™



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# Real People, Real Stories

**“I got the right support at a tough time.”**

Don received a difficult diagnosis and dealing with it was affecting his work. Health Advocate helped clarify his diagnosis, lined up a specialist for a second opinion and provided short-term counseling to help him with coping strategies.



Turn to us—we can help.



**877.342.8848**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

Download the app today!



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

Normal business hours are Monday - Friday, from 8 am to 11 pm, Eastern Time (ET). Staff is available for assistance after hours and on weekends. Wellness Coaching is available weekdays from 8 am to 9 pm, ET.

### There is no cost to use our service

Your employer or plan sponsor offers your Health Advocate benefit at no cost to you.

### We're not an insurance company

West's Health Advocate Solutions is not affiliated with any insurance or third party provider, and does not replace health insurance coverage, provide medical care or recommend treatment.

### 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.



Welcome to Health Advocate!

**Personal health and well-being support anytime, anywhere**



**Our experts make healthcare easier,** by supporting you and your eligible family members with a wide range of health and insurance-related issues through a single toll-free number.

**HealthAdvocate™**

# Welcome to Health Advocate

This guide contains an overview of the many ways we can help. Call the toll-free number anytime for **one-on-one, confidential support.**



## Expert healthcare and benefit support

Our Personal Health Advocates are familiar with your entire employee benefits package. They can explain your coverage, answer your questions, and connect you to a specific benefit right away.

### They can also:

- Answer questions about diagnoses and treatments
- Research the latest treatment options
- Coordinate services related to all aspects of your care
- Find the right in-network doctors and make appointments
- Coordinate second opinions and transfer medical records
- Resolve insurance claims and medical billing issues

## Improve your health and well-being

Our Wellness Program can help you lose weight, eat healthier, stop smoking and reach other health goals.

- Arrange unlimited, one-on-one sessions with your Wellness Coach
- Access health trackers, challenges, workshops and more on our website and app
- Weigh medical care options online with online MedChoice Support™

## Services to help prevent and manage chronic conditions

### We help you take the right actions to stay healthy and lower your risks:

- Receive ongoing reminders about important preventive screenings, tests, treatments and immunizations
- Get expert help managing chronic health conditions like diabetes, asthma, chronic heart failure, COPD and more

## Confidential help with personal issues

Your Employee Assistance Program provides confidential access to a Licensed Professional Counselor for help with personal, family and work issues.

### In a crisis, help is available 24/7.

- Relationship/family issues, depression, anxiety, grief, loss, substance abuse, job burnout
- Find services for childcare and eldercare
- Legal/financial consultation and services
- Medical Bill Saver™ for help lowering out-of-pocket costs on medical/dental bills over \$400 that are not covered by insurance.

## 24/7 access to medical care

Your Telemedicine Program, powered by MeMD, gives you 24/7 access to licensed medical providers for help with non-urgent health issues like colds, sore throat, flu, bites/stings, nausea and more.

- Log in to the member website and select “Telemedicine” to get started; you may be responsible for a small consult fee

## Who is covered?

Our services are available to employees, spouses, dependents, parents and parents-in-law. Wellness Coaching and Chronic Care Support are available to employees, spouses and dependents age 18+.

## Quickly reach us any way you like — by phone, email and secure messaging.



Easy access to your customized website and mobile app for articles, tips, tools and more!



## We make healthcare easier

- Connect to all your benefits
- Expert healthcare help
- Control chronic conditions
- Confidential counseling



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