

# HealthAdvocate™ Solutions Overview

# We Can Help

Health Advocate, the nation's leading healthcare advocacy and assistance company, offers a full spectrum of personalized, cost-effective solutions to help reduce medical costs and improve healthcare outcomes. We help improve employee health, balance work/life, lower medical costs, and simplify the administration of important benefit programs. We offer the right experts to help you maximize your benefits investment, increase productivity and, more importantly, reduce costs.

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## Selecting Health Advocate Solutions

Depending on the needs of your organization, our solutions can be purchased alone or bundled together for maximum efficiency and cost savings.

### Encourage Better Health and Well-Being

#### Health Advocacy™

Personal Health Advocates help employees and their eligible family members navigate healthcare and insurance-related issues, saving time and money. Includes "gaps in care" coaching and Health Information Dashboards when client data is provided.

#### EmpoweredHealth™

Access to Health Advocacy, Wellness Coaching, EAP+Work/Life, Chronic Care Solutions and more in one, fully integrated solution through a single 800#.

#### Wellness Coaching™

Access to a personal Wellness Coach, who guides employees in making healthy lifestyle changes. Includes our standard Wellness Incentive Program and comprehensive Wellness website, featuring a Personal Health Profile, educational materials, trackers, workshops, competitions and much more.

#### EAP+Work/Life™

Short-term assistance for personal, family and work/life concerns; also assists HR staff with sensitive issues.

#### Chronic Care Solutions™

Personalized support from a Registered Nurse for employees with chronic health conditions.

### Promote Healthy Behaviors

#### Onsite Biometric Screening Program

Nationwide program offers a full range of health screening options and immunizations at the workplace.

#### Incentive Management

Help creating and tracking customized engagement strategies and programs.

#### Tobacco Cessation™

A 12-week program that helps employees become, and stay, tobacco-free.

#### NurseLine™

24/7 access to Registered Nurses for non-urgent concerns.



**HealthAdvocate™**  
Always at your side

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## Improve Health Outcomes

### Data Analytics

Leading-edge analytics drive interventions that improve outcomes and strengthen employee engagement.

### Benefits Gateway™

Experts connect employees to all of their benefits through a single, toll-free number.

### Health Information Dashboards™

Technology analyzes employee benefit, health and wellness information to leverage “teachable moments” and address “gaps in care.”

### Personalized Health Communications™

Data-driven, tailored communications remind employees about important screenings and tests.

### Pinpoint Solutions: Dashboards and Analytics

Provides employee benefit organizations access to key performance indicators and risk profiles to easily pinpoint costs and trends.

## Drive Cost-Effective Decisions

### Health Cost Estimator<sup>+</sup>™

Detailed cost estimates and hospital safety scores for medical services by ZIP Code available by phone, online and via our mobile app. Also features user-specific benefits information and estimated out-of-pocket costs when data provided.

### Medical Bill Saver™

Experts negotiate with providers to lower employees' non-covered medical and dental bills.

### MedChoice Support™

Online, comparative tool helps employees make more informed decisions about their medical care.

## Strengthen Organizations

### Provider Support Program

Patient outreach, administrative and clinical assistance, and data analytics help health organizations maximize revenue, enhance customer service and build brand loyalty.

### Provider-Centered Analytics

Tailored, data-driven analytics measure physician performance to help improve quality of care and reduce costs.

### Medicare Advantage Stars Program

Targeted patient engagement and data sharing helps Medicare Advantage plans earn higher CMS ratings.

## Support Streamlined Administration

### Enrollment Advocate™

Specialists educate employees about benefits options.

### FMLA Support™

Verifies employee requests for medical leave.

### Independent Appeals Administration™

Impartial appeals analysis.

### External Appeals Administration™

Promotes compliance with federal requirements.

**Contact Health Advocate or your broker** to learn more about our time- and money-saving solutions by calling toll-free **866.799.2655**.

Health Advocate™, Inc., a subsidiary of West Corporation, is the nation's leading healthcare advocacy and assistance company. We offer a spectrum of solutions including Health Advocacy, Wellness, EAP, Chronic Care and Pricing Transparency Tools to lower healthcare costs, increase productivity and improve outcomes. Health Advocate is not affiliated with any insurance company or third party provider, and does not provide medical care or recommend treatment. **HealthAdvocate.com**.

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