

# We Help with Clinical Issues



**Need to find a doctor?  
Can't get in for an appointment?  
Confused about coverage for services?**

Health Advocate, a benefit paid by your employer or plan sponsor, offers unlimited access to a Personal Health Advocate (PHA). Our PHAs, typically registered nurses, supported by medical directors and benefits and claims specialists, can help.

- Find the right doctors, hospitals and other leading healthcare providers anywhere in the country—including providers in your local plan's network
- Help schedule appointments with providers, including hard-to-reach specialists and critical care providers
- Answer questions about test results, treatments and medications recommended or prescribed by your physician
- Help you get the most out of your doctor visit—how to prepare, questions to ask
- Assist in the transfer of medical records, X-rays and lab results
- Locate and research the newest treatments for a medical condition
- Find qualified doctors for a second opinion ...and more

## Real People...Real Results

### *"But, What Does That Mean?"*

John called Health Advocate to get answers after learning his wife's thyroid biopsy results came back "undetermined." Did she need surgery? Should they seek a second opinion? If surgery is warranted, where could they find a qualified surgeon?

Health Advocate researched treatment options, provided questions to ask the doctor, and found a physician at a leading medical center for a second opinion. Fortunately, the center's pathologist determined that the biopsy was benign and that surgery was unnecessary.

## Contact Us for HELP!



**866.695.8622**



**Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)**

**Web: [www.HealthAdvocate.com/members](http://www.HealthAdvocate.com/members)**

Our normal business hours are 8 am to 9 pm Eastern Time, Monday through Friday. After hours and during weekends, staff is available for assistance with issues that need to be addressed during non-business hours.

**Independent. Confidential. Convenient.**

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



**HEALTH  
Advocate™**