



# Guiding you on your path to better health and well-being

The George Washington University  
Advocacy Overview

October 15<sup>th</sup>, 2024

**HealthAdvocate<sup>SM</sup>**



# Welcome to Health Advocate

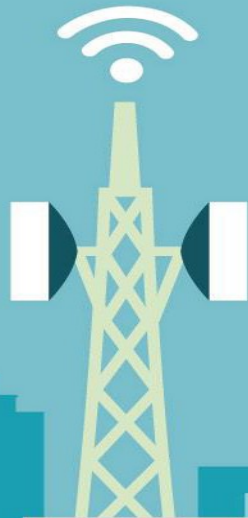
## Your Health Advocate service provides:

- **Hands-on support** for a variety of health and well-being issues
- **Compassionate, confidential help** available 24/7
- **Unlimited access** for you and your eligible family members
- **Interactive mobile app** and website
- **Provided by GW** at no cost to you!

Contact us with any healthcare issue and we'll get you the help you need!



Information



FIND DOCTORS

HEALTH  
ADVICE

WELLNESS

THERAPY

HEALTH

ADVICE

Urgent  
Clinic 24hrs

DIAGNOSTIC  
CENTER

H

HOSPITAL

OPEN

EYE CENTER

RANKED  
#1

WE CARE

FOOT  
CLINIC

Dentist

Mobile  
Health Services

Health  
FOOD





## How does the Health Advocate service work?



**It's easy.** When you have an issue, just call us or start a case online or through our mobile app.



You will be assigned to a Personal Health Advocate.



Your Personal Health Advocate works on your behalf until your issue is resolved.



## Personalized Support and Guidance

Our team of Personal Health Advocates get to the heart of your issue, no matter how complex

Medical  
Directors

Registered  
Nurses

Coverage  
and  
Appeals  
Experts

Research  
Associates

Benefits  
Specialists

Claims  
Specialists

**Multiple ways to connect:** Phone • Mobile App • Website • Email • Chat

**HealthAdvocate<sup>SM</sup>**

# Health Advocate helps the whole family

- Employees
- Spouses/Partners
- Dependents
- Parents
- Parents-in-law



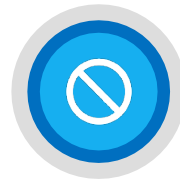
## Plus, special help for seniors

Medicare  
Parts A, B, D,  
Medicare Advantage  
Supplemental  
Plans

# Important Notes About Our Service



Health Advocate does not replace health insurance



Health Advocate does not provide medical care or recommended treatment

## Private and Confidential



We protect your privacy



We fully comply with the federal Health Insurance Portability and Accountability Act (HIPAA)



All health information is kept strictly confidential



Medical Authorization Release Form

**HealthAdvocate**

Mail or Fax this form to:  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19462  
Fax: 610.941.4200

**Authorization for Use and Disclosure of Protected Health Information**

Description of PHI to be Released to Health Advocate: I hereby authorize my health plan(s), my healthcare providers and their applicable business associates to disclose the following Protected Health Information ("PHI") pertaining to me: enrollment, claims, payment and managed care information to Health Advocate, Inc. for the purpose of assisting me in my effort to obtain healthcare services and/or approval or payment for healthcare services.

My authorization includes the release of the following, please check those you wish to include, if any:  
☐ Diagnosis and/or treatment for alcoholism and/or drug abuse or dependency  
☐ Diagnosis and/or treatment regarding mental health issues  
☐ HIV antibody test results and/or diagnosis and treatment  
☐ Genetic test results and/or related treatment

**Identification of Person Authorizing Release:** (Please complete all items.)

Name of Member/Participant: \_\_\_\_\_  
SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Relationship to Subscriber: \_\_\_\_\_  
Address: \_\_\_\_\_ (Street / Apt #) \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Subscriber Name: \_\_\_\_\_  
Subscriber's Sponsor Name (e.g., Employer, Health & Welfare Fund): \_\_\_\_\_

**Health Insurance Carrier 1:** \_\_\_\_\_  
Coverage Type: ☐ HMO ☐ POS ☐ PPO ☐ Indemnity ☐ Medicare  
ID#: \_\_\_\_\_

**Health Insurance Carrier 2:** \_\_\_\_\_  
Coverage Type: ☐ HMO ☐ POS ☐ PPO ☐ Indemnity ☐ Medicare  
ID#: \_\_\_\_\_

Unless otherwise revoked, this authorization will commence on the date indicated below and will expire on the following date, event or circumstance: \_\_\_\_\_ If I fail to specify, this authorization will expire in twelve months from the date of my signature.

• I understand that information used or disclosed based on this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal privacy regulations.  
• I understand that I may revoke this authorization at any time by giving written notice of my revocation to Health Advocate's Privacy Officer at the above address. I understand that revocation of this authorization will not affect any action Health Advocate or other parties took in reliance on this authorization before it received my written notice of revocation.  
• I understand that Health Advocate provides administrative and informational services only and does not provide health insurance or medical services nor does it recommend treatment. Consequently, independent healthcare practitioners, who are not employees or agents of Health Advocate, will provide all my medical services. You are not required to authorize Health Advocate to have access to your "PHI" and the provision of treatment, payment, enrollment or eligibility for benefits does not depend on whether you sign this authorization. You should keep a signed copy of this authorization for your records, however, a copy of this signed authorization will be provided upon your request.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Personal Representative (include a description of such authority to act for the member)





**Expert help with healthcare and  
insurance-related issues**





## Coordinate care with your providers

- **Coordinate services and facilitate communication** with treating physicians/ health plans
- **Coordinate care and services** during and after a hospital stay and when your care is transitioned to other providers
- **Locate specialized services** including eldercare and care for children with special needs
- **Provide end-to-end support** through all phases of care
- **Facilitate any necessary referrals** or authorizations



## Support for medical conditions

- **Answer questions about diagnoses,** medical conditions, treatments and tests
- **Review treatment options** based on current literature and evidence-based practices
- **Help you develop questions** to ask your care team
- **Provide information** to help you make the right decisions about your care



## Member Story



**Brenda was experiencing worsening symptoms of arthritis, and her primary doctor recommended she be evaluated by a rheumatologist.**

She also wanted to discuss coverage for an upcoming root canal, to see if she had enough in her Flexible Spending Account (FSA) to help cover the cost.

**She called Health Advocate.**

### Her Personal Health Advocate:

1

Searched for and located a rheumatologist in Brenda's health plan's preferred network

2

Confirmed that the provider was accepting new patients

3

Contacted the office to secure an expedited appointment

4

**With Brenda on the line, contacted both her dental carrier and FSA provider** for information about out-of-pocket costs for her dental procedure

5

Health Advocate helped Brenda get to the care she needed, as well as reach her employer-provided dental plan to clarify benefits.

### Results



## Help you find the right doctors

- **Research and identify** leading in-network providers
- **Check sanctions or licensing issues;** verify board certification(s)
- **Assess experience, confirm network status** and if accepting new patients
- **Schedule appointments,** transfer medical records
- **Research transportation**



## Arrange second opinions

- **Perform intake** to assess your needs and preferences
- **Research to identify top experts** and Centers of Excellence nationwide
- **Answer questions about diagnosis,** treatments and available support systems
- **Arrange for the transfer of medical records**
- **Schedule** face-to-face appointments
- **Follow up** to see how the second opinion went and if there are any other ways we can help



## Member Story



**Liz, who was relocating to another state, needed to find an in-network pediatric neurologist for her son, who has a seizure disorder.**

She needed the new provider for her son's ongoing care and to prescribe seizure medications.

**Liz called Health Advocate.**

### Her Personal Health Advocate:

1

Completed a detailed clinical intake including her son's medical history and current treatments

2

Performed an expedited provider search and located three viable in-network options

3

Suggested that we also locate an in-network pediatrician and PCP (for her) at the same time

4

Sent Liz a list of in-network neurologists, pediatricians and primary care physicians from which to choose

5

Health Advocate agreed to be an ongoing resource for help transferring medical records and making appointments, once Liz had a chance to review her options.

### Results





## Help with confusing and time-consuming paperwork issues

- **Examine medical bills** and claims for accuracy
- **Explain coverage** and coordinate benefits
- **Facilitate any necessary pre-authorizations** for care, medical equipment, medications
- **Review medical bills** to identify and correct duplicate or erroneous charges
- **Research ways to reduce** prescription drug and other costs
- **Negotiate** payment arrangements



## Special Help for Parents, Parents-In-Law

- **Assist retirees** transitioning to private coverage or Medicare
- **Clarify** all parts of Medicare, including Parts A, B, C and D
- **Educate about Medicare Advantage** and supplemental plans
- **Locate plans**, explain the differences between them and help weigh options
- **Locate eldercare services** and community resources that fall outside traditional coverage
- **Research private coverage** and public exchanges
- **Facilitate care management** interventions



## Member Story

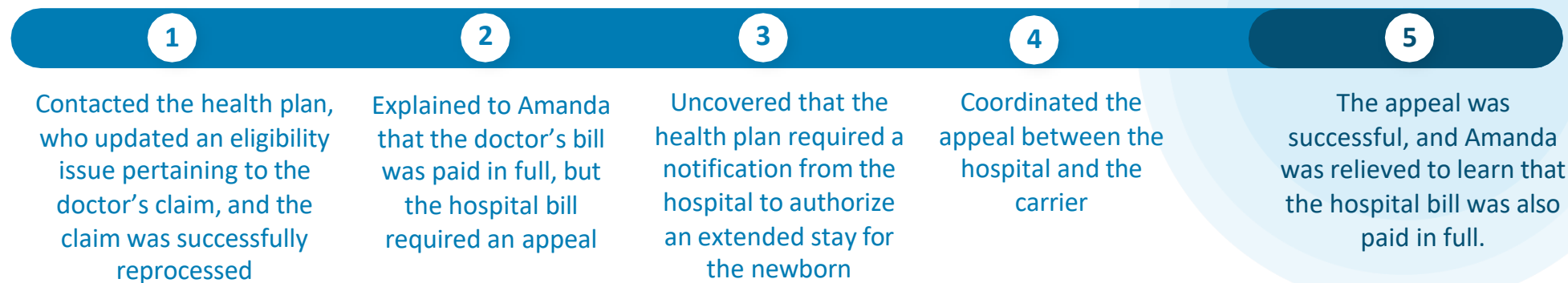


**After the birth of her baby, Amanda received bills from her doctor as well as the hospital.**

She was confused and upset because she expected that the bills would be covered by her insurance.

**She called Health Advocate.**

### Amanda's Personal Health Advocate:





## Member Story



Shortly after Janet's mother moved to a new assisted living facility, one of her maintenance prescriptions was denied by Medicare.

She called Health Advocate.

### Her Personal Health Advocate:

1

With Janet on the line, contacted Medicare who stated that the pharmacy the facility used was not licensed through Medicare to fill that particular Rx

2

Requested contact information for a few Medicare-approved pharmacies close to the assisted living facility

3

Contacted the facility's clinical staff to explain the issue, and provided the new pharmacy's contact information

4

Worked with the staff to ensure that the pharmacy for that medication was updated in the member's record

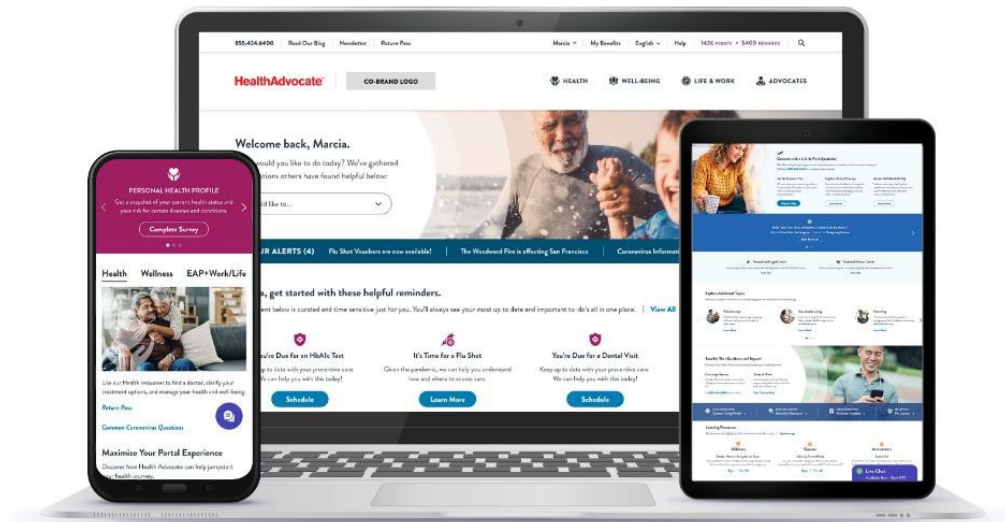
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Health Advocate acted quickly to identify and resolve the issue, so Janet's mother wouldn't miss any doses of her medication.

### Results



# Enhanced Digital Experience



Simplified navigation, improved accessibility

★  
Increased interactivity

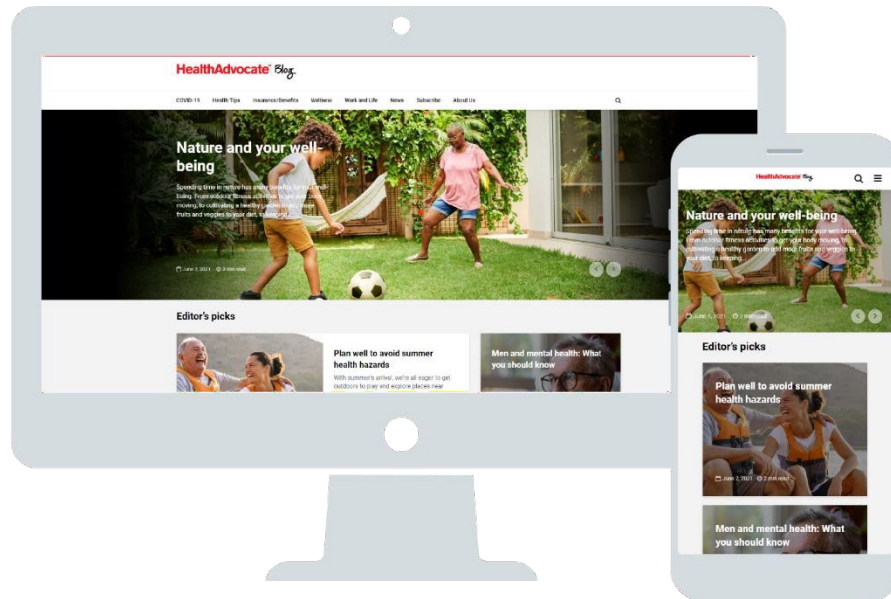
★  
Curated, personalized content

**HealthAdvocate<sup>SM</sup>**



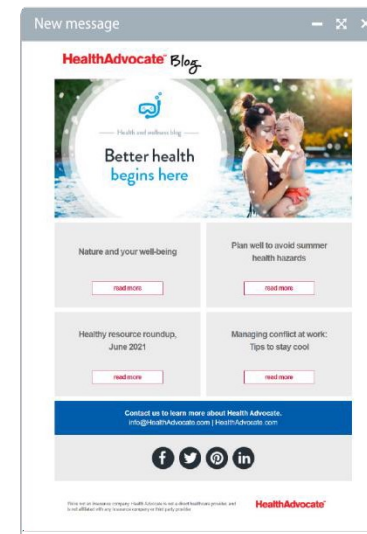
# Visit the blog!

A robust collection of timely articles viewable on desktop and mobile devices.



Go to:

[Blog.HealthAdvocate.com](https://Blog.HealthAdvocate.com)



Plus, you can subscribe to receive monthly emails and participate in well-being campaigns!

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# How to Reach Health Advocate

**Telephone:** 866.695.8622

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

**Website:** [www.HealthAdvocate.com/gwu](http://www.HealthAdvocate.com/gwu)

**Mobile App:**



Download the free  
mobile app!



Normal business hours are Monday - Friday from 8am to 10pm, EST. However, **Health Advocate can be accessed 24/7**. Staff is available for assistance after hours and on weekends.



**Thank You!**  
**Any Questions?**