



Health Advocacy & Navigation

George Washington University
Presentation for Employees



Expert help, delivered with heart

Provided by GW at no cost to you!

What is it?

- **Hands-on support** for a variety of health and well-being issues
- **Confidential compassionate help** available 24/7
- **250+ languages**

Who can use it?

Unlimited access for you, your spouse/partner, dependents, parents, and parents-in-law



How do I access the service?

Register on the Health Advocate website and/or mobile app

Phone:
866.695.8622

Email:
answers@HealthAdvocate.com

Web:
HealthAdvocate.com/gwu



Registration code:
2V7AS5U

Hours of Operation

Health Advocate is available 24/7. Normal business hours are Monday - Friday from 8 AM to 10 PM, Eastern Time. Staff is available for assistance after hours and on weekends.

A whole-person solution that helps every person, every time

Expert compassionate staff



- Benefits experts
- Claims specialists
- Medical Directors
- Registered Nurses
- Research associates

Help for the whole family



- Employees
- Spouses/partners
- Dependents
- Parents
- Parents-in-law
- Plus, special help for seniors

Member website & mobile app



- Open a Health Advocate case
- Message our experts directly
- View personalized health alerts
- Upload and sign forms

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



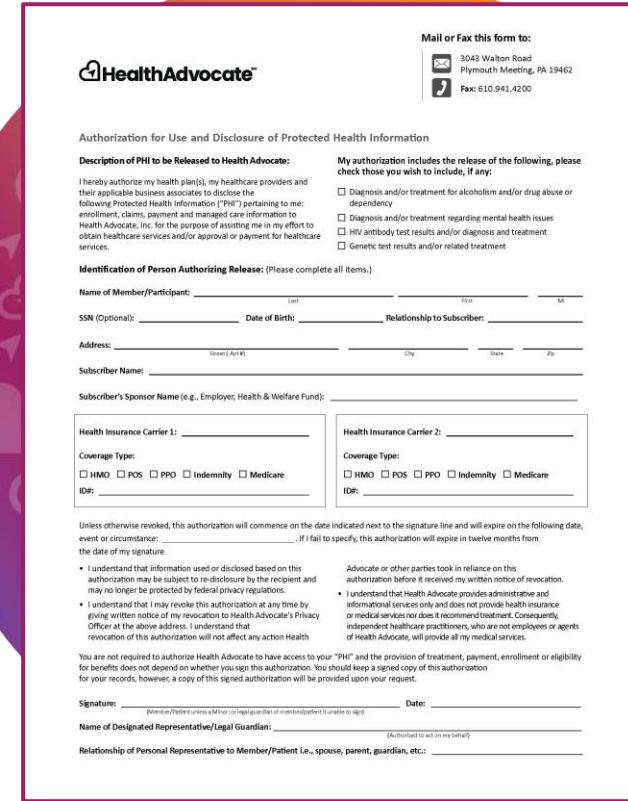
We fully comply with the federal Health Insurance Portability and Accountability Act (HIPAA)



All health information is kept strictly confidential

Medical authorization release form

- **Authorizes Health Advocate to interact with doctors, other providers, and insurance companies on your behalf**
- **Your Advocate will post it (once requested) to be downloaded or emailed, mailed, or faxed to you to complete and return**
- **Secure electronic signature service also available**
- **Ensures complete confidentiality and privacy**



HealthAdvocateSM

Mail or Fax this form to:
 3043 Walton Road
 Plymouth Meeting, PA 19462
 Fax: 610.943.4200

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 provider and their applicable business associate 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: _____
 Last First MI

SSN (Optional): _____ **Date of Birth:** _____ **Relationship to Subscriber:** _____

Address: _____
 Street (or PO) 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 next to the signature line 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.

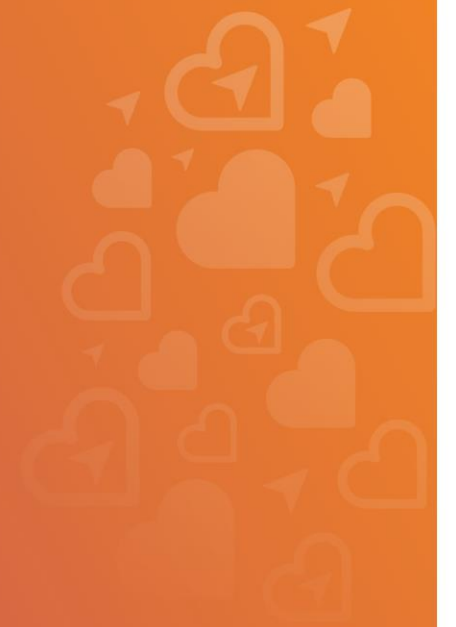
You are not required to authorize Health Advocate to have access to your "PHI" and the provision of treatment, payment, enrollment or eligibility for benefits does not depend on whether you sign this authorization. You should keep a signed copy of this authorization for your records; however, a copy of this signed authorization will be provided upon your request.

Signature: _____ **Date:** _____
(Patient or Patient's Adult or Legal Guardian if unable to sign)

Name of Designated Representative/Legal Guardian: _____
(Authorized to sign on my behalf)

Relationship of Personal Representative to Member/Patient (e.g., spouse, parent, guardian, etc.): _____

Expert help with healthcare and insurance-related issues



Support for clinical issues

Answer questions about diagnoses, conditions, treatments, and tests

Coordinate care and clinical services with treating physicians

Review treatment options grounded in evidence-based practices

Medical decision support; arrange second opinions

Help prepare for doctor visits, review results, and plan future actions

Facilitate pre-authorizations

Discuss the cost and quality of services to help make informed decisions

Coordinate with other programs: Health plans/TPAs/third-party point solutions

Caring experts guide, clarify, arrange, and provide peace of mind



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

Results

5

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

Support for administrative issues

Provide support for any insurance-related questions or issues

Find the right care at the right time, including doctors and specialists

Clarify coverage and benefits

Schedule appointments and arrange the transfer of medical records

Locate community and eldercare resources

Research ways to reduce prescription and healthcare costs

Explain all parts of Medicare

Resolve healthcare, claims and medical bill issues

Provide year-round benefit support including during open enrollment

Review and negotiate medical bills

Our experts do the legwork, so everyone gets time back



Member Story



When Jamie visited the doctor for a routine check-up and bloodwork, she expected everything to go smoothly.

However, the lab work was sent to an out-of-network lab, resulting in a surprise \$400 bill and a denied claim.

Confused about the unexpected charge, Jamie reached out to Health Advocate by chat for assistance.

Her Personal Health Advocate:

1

Gathered information about her doctor's visit, the out-of-network lab charge, and the claim denial to understand the issue

2

Contacted both the out-of-network lab and the insurance company to negotiate the charges and ensure that the claim was processed correctly

3

Filed an appeal with the insurance company, providing documentation to support why the lab charges should be covered according to Jamie's in-network benefits

4

Worked to have the incorrect charges removed or adjusted and ensured the claim was accurately processed

5

Results

With the bill significantly reduced to under \$30, Jamie felt more confident managing health insurance and was reassured that Health Advocate would be available for any future questions or support.

Special help for parents, parents-in-law, retirees, and pre-Medicare retirees

- **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



Ed was turning 65 and was unsure how to navigate Medicare.

Also, as a person with heart disease and hypertension, he needed to find a prescription plan that would cover his medications.

Ed called Health Advocate.

His Personal Health Advocate:

1

Discussed his employer's retiree benefit offerings and how they work with Medicare

2

Educated him about the different parts of Medicare

3

Reviewed his prescription drug list and pharmacy preferences, plus compiled and provided him with a list of part D prescription drug plans

4

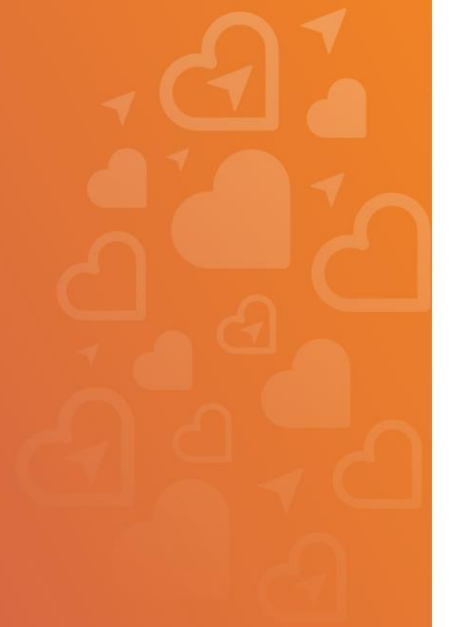
Followed up with him, offering to explain how each plan covered the 17 different medications he was on

5

Ed appreciated Health Advocate's assistance with navigating this new phase of his healthcare journey.

Results

Online Access & Resources

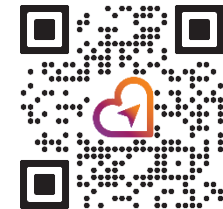
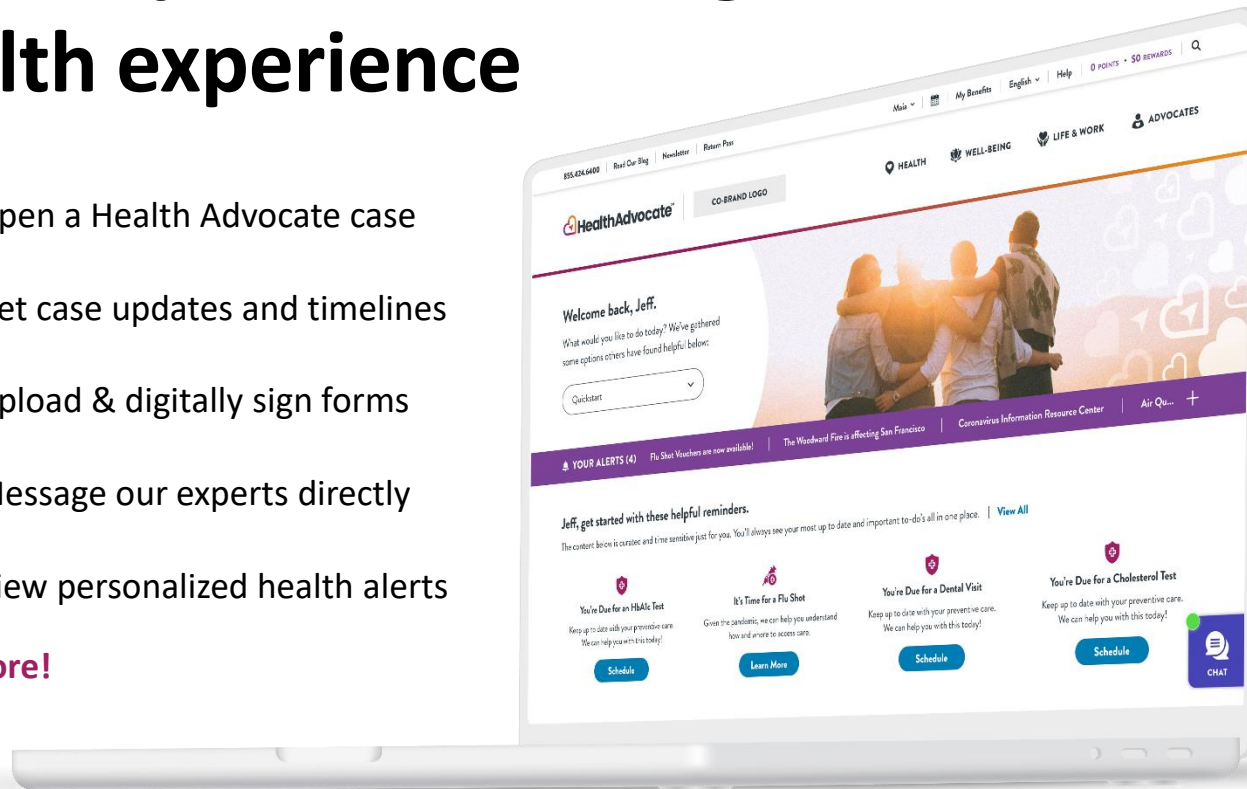


Member Website & Mobile App

Secure, personalized digital health experience

-  Open a Health Advocate case
-  Get case updates and timelines
-  Upload & digitally sign forms
-  Message our experts directly
-  View personalized health alerts

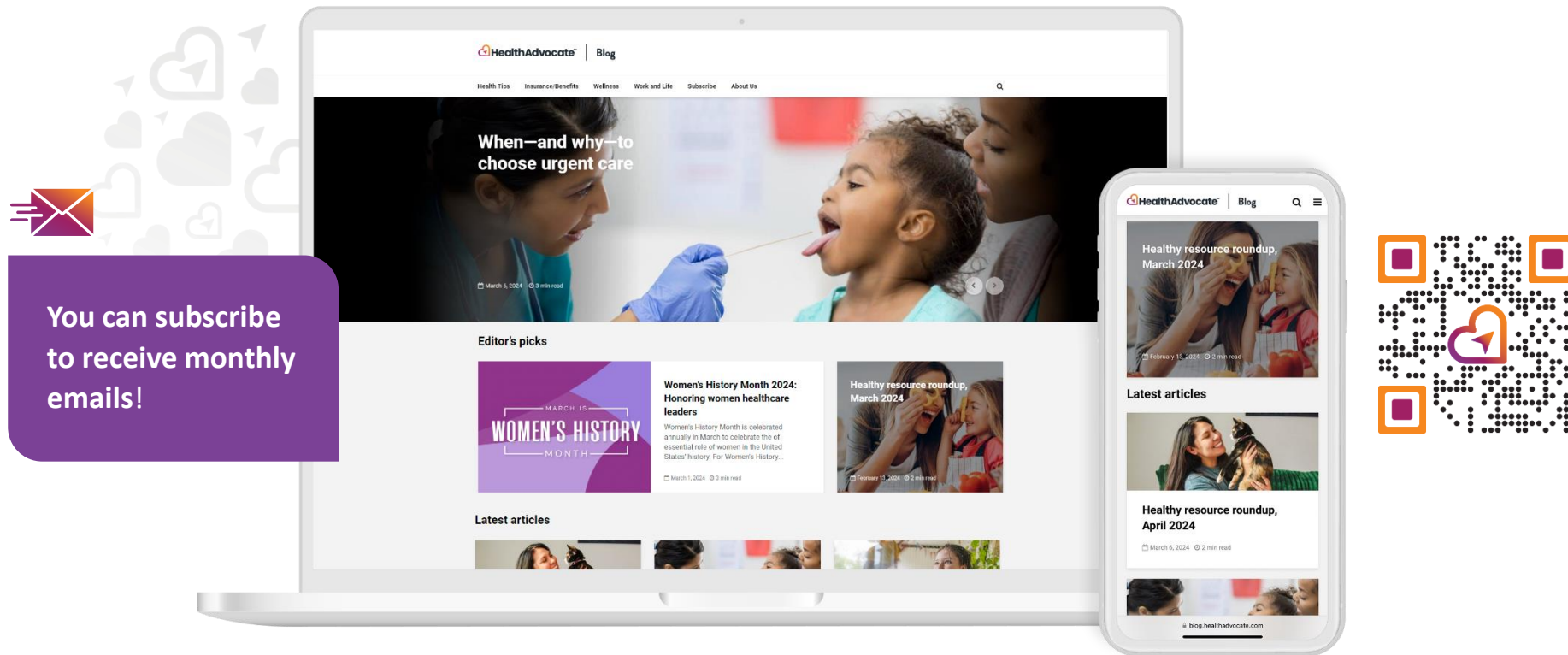
And more!



24/7 Support • 250+ Languages • HIPAA-Compliant

Visit the blog!

An extensive collection of timely articles viewable on desktop and mobile devices



Visit: blog.HealthAdvocate.com

Easy access to your Health Advocate resources



Register today on the website and/or mobile app

1. Go online or download the mobile app by scanning the QR code
2. Enter the required information
3. Need help? Contact Health Advocate

Phone: 866.695.8622 | **Email:** answers@HealthAdvocate.com

Website: HealthAdvocate.com/gwu

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