HealthAdvocate℠
Caring for you in all ways. Always.

Health Advocacy & Navigation

George Washington University

Presentation for Employees

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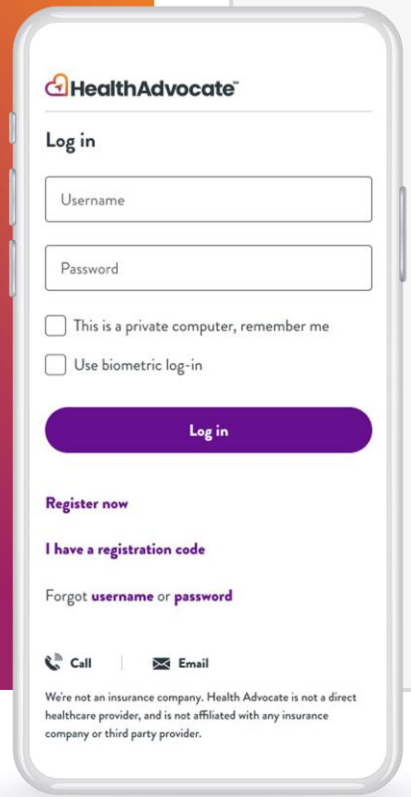
Start here:
Register today!

- ✓ **Hands-on support** for a variety of health and well-being issues
- ✓ **Confidential & available 24/7**
- ✓ **Who can use the program?** You, your spouse/partner, dependents, parents, and parents-in-law



Phone:
866.695.8622

Email:
answers@HealthAdvocate.com

Website:
HealthAdvocate.com/gwu

Registration code:
2V7AS5U

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.

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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
- All health information is kept strictly confidential
- We fully comply with the federal Health Insurance Portability and Accountability Act (HIPAA)

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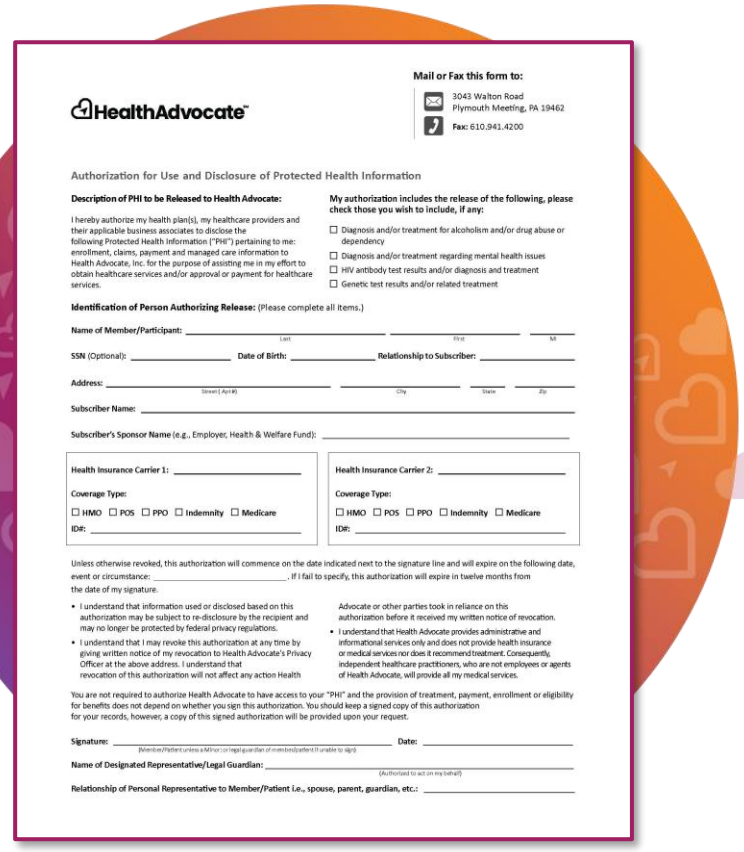
Medical authorization release form

- **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



HealthAdvocate

Mail or Fax this form to:

3043 Walton Road
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: _____ (Last) _____ (First) _____ (MI)

SSN (Optional): _____ **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 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: _____ (Member/Patient unless a Minor or legal guardian of member/patient if unable to sign) **Date:** _____

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

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

Expert help with healthcare and insurance-related issues

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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

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Member Story

John's spouse was prescribed a new, cutting-edge medication with less side effects for her serious medical condition.

Unfortunately, their insurance plan would not cover the drug.

He called Health Advocate.

His Personal Health Advocate

1. Conducted a clinical intake including his wife's medical history and diagnosis
2. Contacted his insurance company, who informed them there was no precertification on file for the medication
3. Called the prescribing provider to facilitate an expedited precertification
4. Followed up regularly with John and the provider, until the medication was ultimately approved

Results

5. John was grateful that Health Advocate was able to coordinate between his doctor and insurance company, resulting in a life-changing outcome.

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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

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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:

1. Contacted the health plan, who updated an eligibility issue pertaining to the doctor's claim, and the claim was reprocessed
2. Explained to Amanda that the doctor's bill was paid in full, but the hospital bill required an appeal
3. Uncovered that the health plan required a notification from the hospital to authorize an extended stay for the newborn
4. Coordinated the appeal between the hospital and the carrier

Results

5. The appeal was successful and Amanda was relieved to learn that the hospital bill was also paid in full.

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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

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Member Story

Arthur, actively working but nearing retirement age, needed help finding a cardiac specialist.

He also had questions about his health plan choices now that he was about to be eligible for Medicare.

He called Health Advocate.

His Personal Health Advocate

1. Conducted a detailed clinical intake including Arthur's medical history
2. Performed a search to locate an in-network cardiac specialist at a nearby teaching hospital
3. Reviewed his plan choices, including network requirements and potential out-of-pocket costs
4. Explained how Medicare would coordinate with his employer-provided benefits once he enrolled

Results

5. Arthur had his questions answered (and made an informed plan choice) with a single phone call to Health Advocate.

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Here are a few useful tips when reaching out

We quickly get you to the right place

Our Triage unit will take your call, gather details about your issue, and connect you with the right expert.

Come prepared

What you need depends on your issue.

For claims questions, have your medical bill and Explanation of Benefits ready.

You will also need to sign our Medical Authorization Release Form to let us assist you.

How long it takes

Turnaround times vary by issue.

Simple requests, like finding an in-network specialist, take less time than those needing research or outreach to health plans or doctors' offices.

We keep you informed

Your Personal Health Advocate will follow up until your issue is resolved, providing regular email updates along the way.

Secure emails will come from: “Health Advocate Follow Up”

Online Access & Resources

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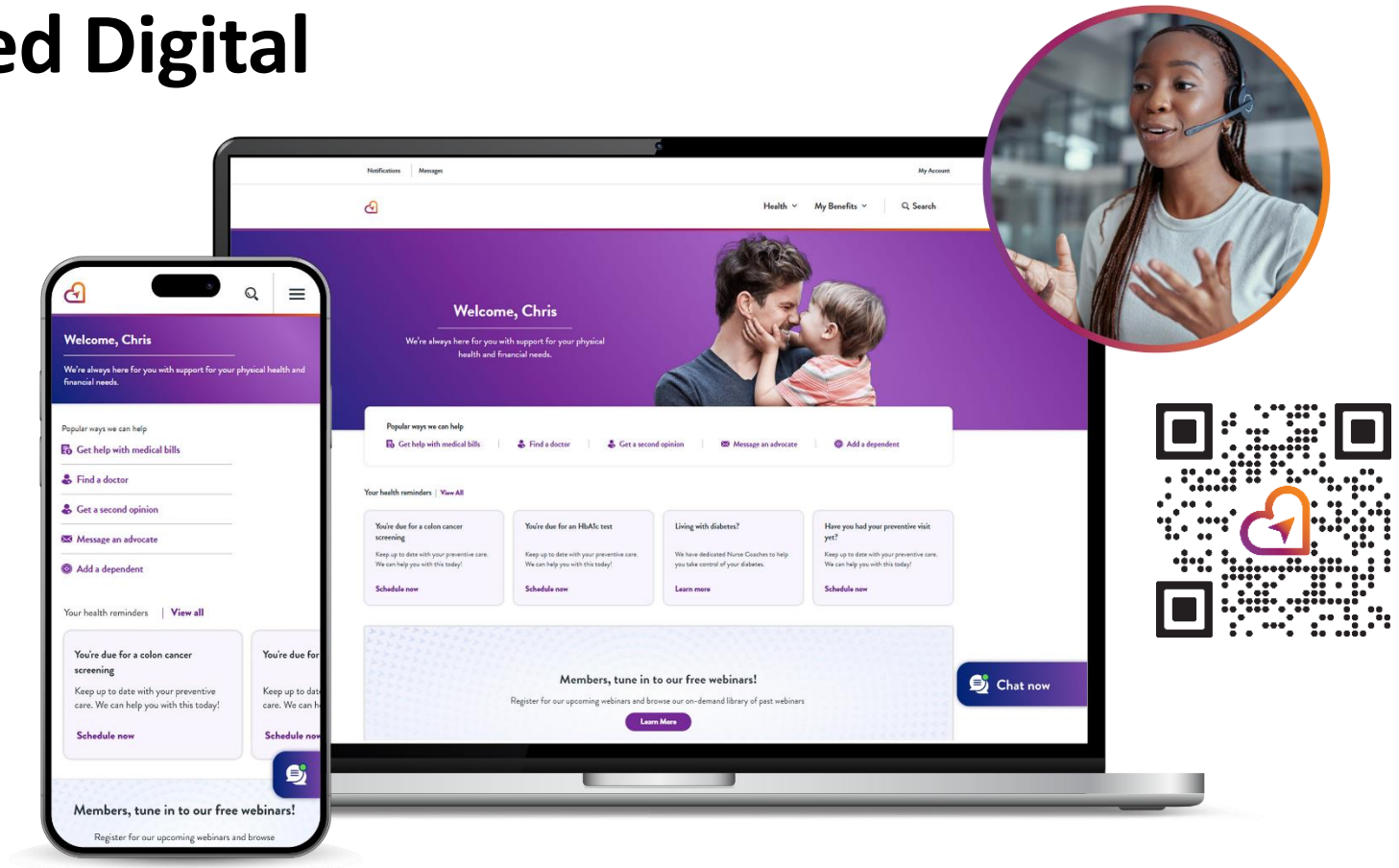
Member Website & Mobile App

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

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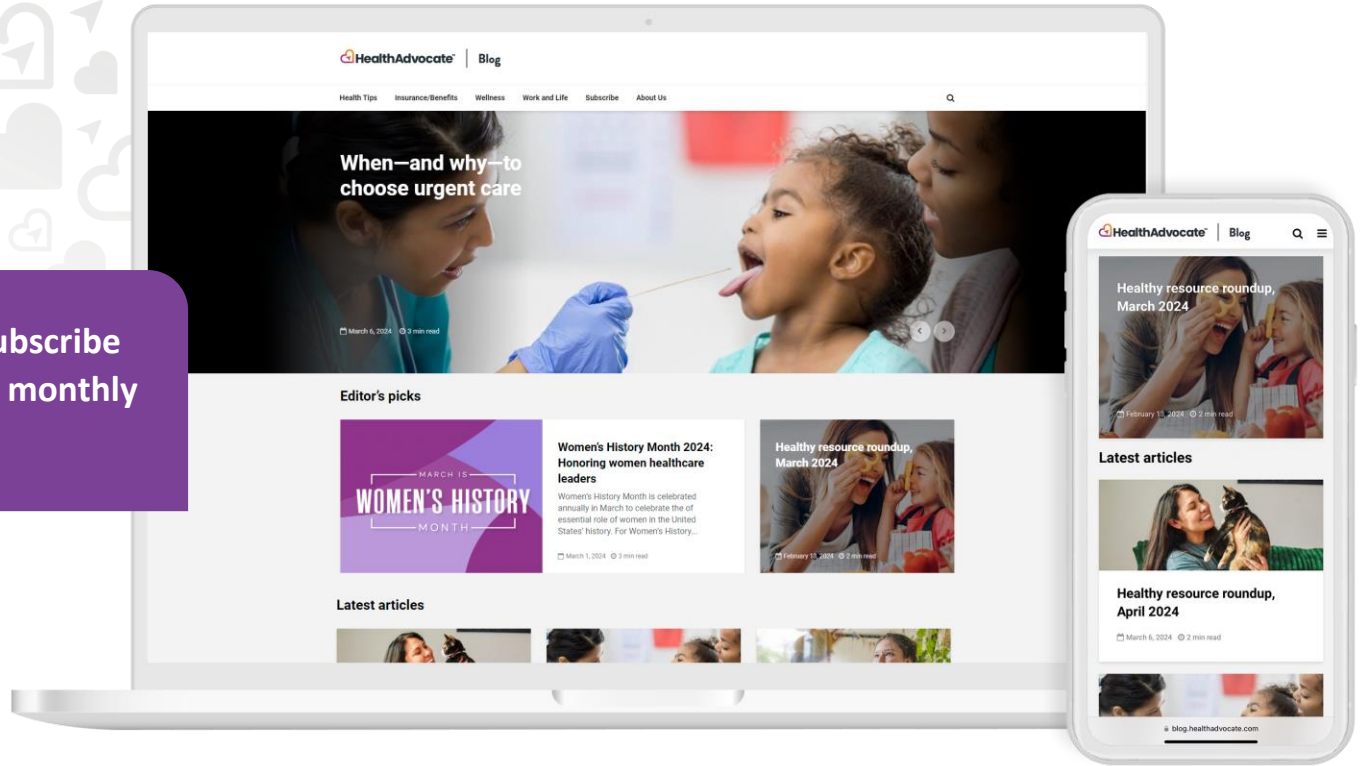

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Visit: **blog.HealthAdvocate.com**

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Easy access to your Health Advocate resources

Get started today on the website and/or mobile app

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

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Website: HealthAdvocate.com/gwu

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