



Healthcare Help is Only a Phone Call Away.

If you have an issue related to health care, you have a reason to call Health Advocate. Did you know that you have access to your own Personal Health Advocate (typically a registered nurse) who can help you solve problems and make it easier for you to navigate healthcare and insurance issues? To access Health Advocate services simply call at **1-866-695-8622 (toll-free)** and you or a covered family member will be connected to your own Personal Health Advocate. It's that easy!

Health Advocate complements your health insurance coverage. Health Advocate does not replace your health insurance plan or the health plan's customer service line. Health Advocate employs nurses, doctors and other healthcare professionals to help you navigate the healthcare and insurance systems.

Health Advocate helps you make more informed decisions. Health Advocate is not a nurse hotline for emergencies, nor does it deliver medical care or tell you what to do. Instead, qualified Personal Health Advocates will use their expertise in the health field and knowledge of providers across the country to assist you in making choices concerning your health situation.

Health Advocate is confidential, unbiased and objective. Health Advocate is a third-party, independent company, not connected to Alexandria Sanitation Authority, our insurance plans or any specific provider. When you first call Health Advocate, they will ask you to complete an authorization form, which gives them permission to work on your behalf. You can be confident that your information will be kept strictly confidential by Health Advocate and your privacy protected.

Health Advocate will help you:

- Find doctors to meet your needs
- Schedule timely appointments
- Locate top medical institutions
- Research treatment options
- Secure a second opinion
- Get help with claims and billing
- Obtain unbiased information
- Get help for elderly parents
- Identify alternative options
- And ... much more!

Health Advocate is available to you and your family at no cost. As an employee of the Company, you are automatically enrolled in the Health Advocate service - free of charge! So, when you have an issue, simply call the toll-free number and a Personal Health Advocate will answer your questions, do the research needed, provide you with options and follow-up with you.

For more information, call **1-866-695-8622** or visit www.healthadvocate.com.