

# Introducing a New Benefit—Health Advocate™

We are very pleased to inform you that we have made the decision to offer **Health Advocate**, a new and important benefit, to our employees and their eligible family members. Health Advocate is designed to help handle healthcare and insurance-related issues by cutting through the red tape and barriers that so often create frustration and problems.

## You will have an advocate at your side

With Health Advocate, you will have access to a Personal Health Advocate, typically a registered nurse, supported by medical directors and benefits and claims specialists. You will have the confidence in knowing that the entire Health Advocate team is working on your behalf to help you and represent your needs.

Here is just a sample of the many services you will now have readily available to you with Health Advocate:

- Help finding the right doctors and hospitals
- Help obtaining services for your elderly parents and parents-in-law
- Help scheduling appointments, especially with hard-to-reach specialists
- Help when faced with serious illness or injury
- Help securing second opinions
- Help with insurance claims and billing issues
- ...and much more!

One of the other unique features of Health Advocate is that your extended family will be able to use these special services. **In addition to you, your spouse and dependent children, your parents and parents-in-law will also be covered under this program.**

## About Health Advocate

It should be noted that Health Advocate does not provide health insurance or medical coverage. Their program is not a substitute for your current health insurance plan. Rather, Health Advocate complements your basic health coverage by facilitating your interaction with healthcare providers and insurers.

## Getting Started

- **Using your new benefit.** Your Health Advocate benefits are effective on April 1, 2017.
- **Informational materials.** Health Advocate's Get Started Guide, describing the complete menu of services and how to use them, can be obtained at the Human Resources department. As part of this guide, you will receive several wallet cards with the Health Advocate toll-free number printed on each card.
- **A single telephone number to call.** Whenever you or an eligible family member encounters a healthcare or insurance-related issue, all you have to do is **call Health Advocate at 866.695.8622** (toll-free) for assistance. When you call Health Advocate they may ask you to complete a Medical Information Release Form. Please be assured that all of your personal information will be kept strictly confidential by Health Advocate and your privacy will be protected.

Our decision to offer Health Advocate clearly reflects our interest in making certain that our employees have the best possible healthcare. We believe that you and your family will greatly benefit from this valuable service.