

CONSENT DECREE UPDATE

EMPLOYEE NEWSLETTER 2

JULY 2018

HAVE QUESTIONS ABOUT HEALTHCARE? HEALTHADVOCATE IS HERE TO HELP!

Who is HealthAdvocate?

HealthAdvocate is an independent company, not associated with Highmark or UPMC. Their goal is to save you time and money, while helping you find the right care at the right time. The organization is staffed with well-educated benefits & claims specialists, licensed professional counselors, registered nurses, social workers, and doctors who are ready to help you!

How Can They Help Me?

The world of healthcare and insurance is extremely complex and is often difficult to navigate, but you are not exploring it alone. When you contact **HealthAdvocate**, you will be assigned a Personal Health Advocate who can answer questions on many topics including:

- ✓ Research Health Insurance Plans to Help You Pick Which is The Best for You (And Your Family)
- ✓ Explain Benefits
- ✓ Resolve Billing Issues and Insurance Claims
- ✓ Investigate Coverage Denials
- ✓ Work with Insurance Companies
- ✓ Provide Guidance in Finding the Right Doctor
- ✓ Get Your Cost Estimates for Procedures
- ✓ Assist in Finding Facilities Near You (Hospitals, Urgent Cares, Pharmacies, etc.)
- ✓ Locate & Research Newest Treatments
- ✓ Arrange Second Opinions
- ✓ Help with the Transfer of Medical Records
- ✓ Explain Medical Conditions, Illnesses, and Medications
- ✓ Schedule Appointments/Tests with Doctors & Specialists

In addition, the team of specialists are aware of the Highmark and UPMC Consent Decree, which will be ending **June 30, 2019**. They are prepared to answer your questions and assist you with any transition activities, such as finding new doctors, transferring medical records, and so on.

When Can I Contact HealthAdvocate?

The team at **HealthAdvocate** is available **24 hours a day, 7 days a week** to answer your questions or provide assistance. All the services provided by **HealthAdvocate** are **completely confidential**, and are also **FREE** and **UNLIMITED** for you, your spouse, dependent children, parents, parents-in-law, and employer.

HealthAdvocate
1-866-695-8622
www.HealthAdvocate.com/member