

Health Advocate **Benefits Gateway™**

Just one call

Just one number gets you to all your benefits. And all the answers you need.

Now it's easier to get to any—and all—of your health benefits without having to know or remember several different 800 numbers. Health Advocate is adding Benefits Gateway as an enhancement to its service paid by your employer or plan sponsor. It provides a single toll-free number to easily and quickly reach all of your health benefits, including medical, dental and pharmacy.

If you are unsure of which benefit to call, a benefits experts can help you get to the right one. Or, if you need additional help to resolve healthcare or insurance-related issues, you can talk to a Personal Health Advocate (PHA). All through the same number.

Just call one number **866.799.2731**



HEALTH
Advocate™

Health Advocate Benefits Gateway™ Q&A

Q How does the Benefits Gateway service work?

Simply call **866.799.2731** whenever you want to reach any of your health benefits for whatever reason, whether it's about coverage, claims or any other issue. You will be able to choose the benefit you need from a menu of options and be automatically connected.

Or, if you're uncertain about where to go, you can talk to a Benefits Gateway expert. The expert is knowledgeable about all of your benefits, will listen to your needs and quickly guide you to the right one.

If you need further assistance with issues such as finding in-network doctors or resolving a medical bill, a Personal Health Advocate can work with you.

Q Does the Benefits Gateway service keep my information private?

Yes. The Health Advocate Benefits Gateway service is not affiliated with your company or organization, or any health plan and your information is held strictly private.

Just call one number
866.799.2731

It's easy to get to the right benefits and the right answers at the right time.

Independent. Confidential. Convenient.
Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

Q What types of issues does the Personal Health Advocate address?

The PHA works with you on a full range of issues to help:

- find in-network doctors, dentists, hospitals and other providers and medical services
- expedite appointments
- resolve insurance claims; negotiate fees
- provide cost estimates for procedures
- find generic equivalents for prescription drugs; assist with mail-order prescriptions...and more

Q Who can call Health Advocate?

You, your spouse, dependent children, parents and parents-in-law are all eligible to use the Health Advocate Benefits Gateway toll-free number.

