

BUILD THE RIGHT ENGAGEMENT Health Advocacy & Navigation

HEALTH ADVOCACY FOUNDATION

24/7 Support

250+ Languages

HIPAA-Compliant

Member Website/App

Take the hassle out of healthcare

- Locate in-network doctors and other providers and make appointments
- Clarify coverage, answer questions
- Research and resolve medical claims and medical billing issues

Expert clinical decision support

- Explain diagnoses and treatment options
- Coordinate clinical services, facilitate pre-authorizations, and transfer records
- Identify leading specialists and Centers of Excellence for second opinions

Caring in-house experts

- Registered Nurses and Medical Directors
- Benefits Experts
- Claims Specialists
- Research Associates



Engagement Select

A single point of contact creates a seamless experience

Includes everything in Health Advocacy, plus:

- Call
- Email
- Text

- Push Notifications
- Advice/ Reminders

Digital Navigation:
Mobile Benefits Wallet

Enrollment support
Year-round benefits guidance for new hires and employees with qualifying life events



Quality Connect Provider Match Tool



Engagement 360°

Data-driven personalized approach empowers people to achieve better health

Includes everything in Health Advocacy and Engagement Select, plus:



Smart data analytics
pinpoint and close gaps in care



Tailored print and electronic reminders
engage and keep benefits top of mind



Real-time reporting driven by data and AI
allows you to see trends and adjust benefits

Benefitfocus[®]

 **HealthAdvocate**SM

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