

Calling Health Advocate for help? Here's what to expect...

When you call in, you'll be connected to our Triage unit. Advocates within our Triage unit will gather the information required to get you to the right person! The issue you're calling for will depend on what happens next...

	Step 1	Step 2	Step 3	Step 4
Do you have a benefits, coverage or eligibility question?	A Benefits Specialist will listen to your questions and determine the best way to answer them.	Your Benefits Specialist will review your plan documents or may place a call to your insurance company.	Your Benefits Specialist will explain the answer in a way that you'll understand.	Your Benefits Specialist will follow up with you, if needed.
Do you need to ask about a medical condition, treatment or symptoms you may be experiencing?	A Nurse will clarify your issue and talk about steps to address it.	Your Nurse may need to do research to get you the best answer.	Your Nurse will explain the answer in an easy to understand manner.	Your Nurse will follow up with you to see how you're doing, if necessary.
Do you have a claims question or billing issue?	Preliminary information to start your case will be collected.	Your case will be assigned to a Claims Specialist.	The Claims Specialist will explain the next steps.	Your Claims Specialist will update you as they work toward a resolution.
Looking for a doctor, specialist or facility?	Information will be collected to start the search including: <ul style="list-style-type: none"> ▪ Zip code ▪ Distance you're willing to travel ▪ Preferred office hours 	A thorough search based on the criteria will take place. Plus, we'll check sanctions, licensing, and board certifications.	We will contact providers to confirm network status and if they're new patients.	Your Advocate will follow up with you, explain the results and send them to you.

Many questions can be answered in one call; some may require research. Your Advocate will update you throughout the process so you'll know what to expect.

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