



Health Advocate makes healthcare easier by offering a unique level of personalized support you won't find anywhere else. You and your eligible family members have UNLIMITED ACCESS to experienced Personal Health Advocates - experts who can resolve a wide range of issues on your behalf. Health Advocate is here to help get the care you need, when you need it!

Medcom is happy to offer this new, exciting benefit to all our benefit eligible employees, and your families. Learn more about the additional services, who's included, and how to access Health Advocate below!

#### Health Advocate Benefits with Medcom

- Find the right in-network doctors, hospitals and other healthcare providers; expedite appointments
- Explain complex medical conditions; research and locate the latest treatments
- Arrange specialized treatments and tests; answer questions about results, treatment options and prescribed medications
- Coordinate care and schedule follow up visits; facilitate second opinions; transfer medical records, test and lab results
- Clarify benefits including deductibles, coinsurance and copays; explain FSAs and HSAs
- Provide personalized coaching to help close gaps in care
- Negotiate with providers to reduce medical/dental bills over \$400 not covered by insurance

#### Help for Mom & Dad, Retiree's and Pre-Medicare Retiree's

- Help retirees transitioning to private coverage or Medicare
- Explain the difference between Medicare, Medicare Advantage, and Med Supp Plans
- Research private coverage and public exchanges
- Discuss plan choices relating to pre-existing conditions
- Explain how to enroll in Medicare
- Clarify Medicare Part D prescription drug plans
- Locate eldercare services and community resources that fall outside traditional coverage
- Facilitate care management interventions for chronic conditions

#### Eligible Family Members

- Employee
- Children
- Parents
- Spouse
- Parent-in-laws

Effective as of 3/1/20 - Simply call our dedicated number for Health Advocate services: 866-609-3435