



Total Health
& Well-being
**all in one
place**



Integrated
health & well-being
solutions and
navigation

HealthAdvocateSM

Mental
and Behavioral
Health



1

Total health all in one place

A benefits portfolio that
works together to address the
total health of your employees

Advocacy
and Navigation



Well-Being



- Medical Directors
- Registered Nurses
- Benefits & Claims Specialists
- Research Associates
- Wellness Coaches
- Masters-level Behavioral Health Specialists

2

Personalized support and guidance

Nobody can match the expertise
and compassion our team of experts
delivers to our members

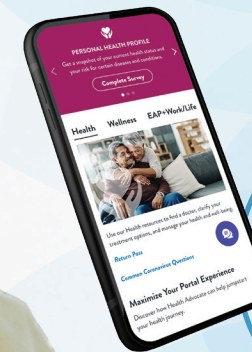
Navigating
healthcare and
improving well-being
takes 4 key
components



3

Smart technology that is easily accessible

Phone, video, in person,
online, text, and chat—flexible options
that meet people where they are



Customize and
target outreach
to get members
to engage with us
and take action



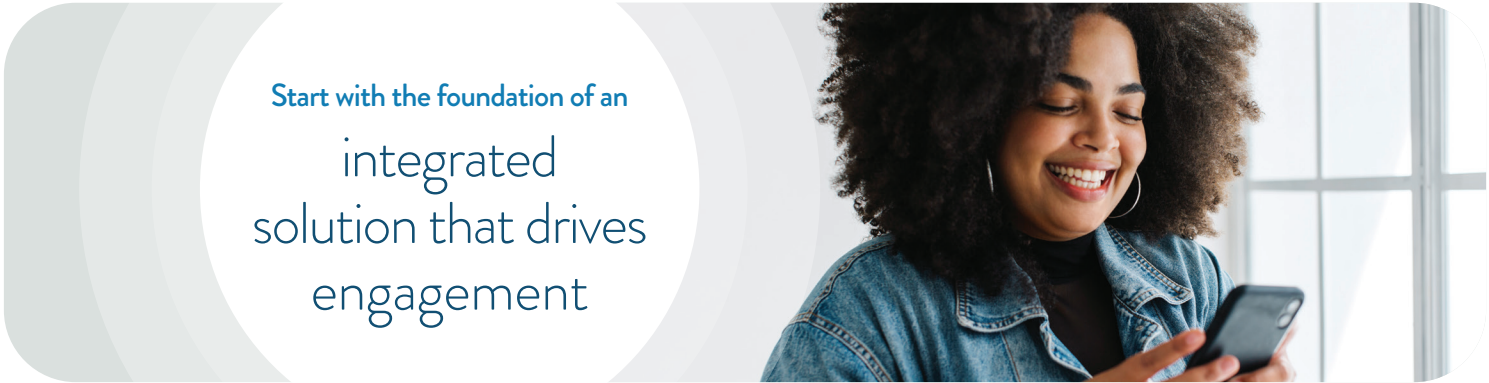
4

Data that transforms into action

We use medical claims
and other data to identify risks,
close gaps in care, and track
the health of your organization



HealthAdvocateSM



Start with the foundation of an
integrated
solution that drives
engagement

Engagement Select

Ideal for fully-insured clients

A single phone number connects members to all of their benefits with **expert help** navigating the complicated healthcare system.

Engagement 360°

Ideal for self-funded clients

Take engagement a step further by **adding data** to target at-risk members, close gaps in care and improve health outcomes.

EmpoweredHealth

Integration & Cost Savings

Customized offering that includes Engagement Select or 360°, plus additional Well-Being and EAP+Work/Life services.

Combine the right solutions to meet the needs of your organization



Advocacy and Navigation



Health Advocacy

Expert help navigating the healthcare system, resolving claims issues, locating in-network providers and getting to the right care

Benefits Gateway

Connect members to benefits specialists and all of their benefits through a single toll-free number

Expert Medical Opinion

Concierge-level guidance from our clinical team to the nation's top medical experts for in-person or remote second opinions

Enrollment Advocate

Benefit experts educate members about health plan options and benefits during Open Enrollment

Medical Bill Saver™

Experts negotiate with providers to lower medical and dental bills not covered by insurance

Quality Connect Provider Match

Online tool that helps employees locate quality in-network providers that deliver the best care at the highest value

Additional Advocacy and Navigation Solutions:

Personal Health Communications

MedChoice Support™

NurseLine

Mental and Behavioral Health

EAP+Work/Life

Short-term counseling and resources help members with personal, family and work/life concerns; includes 24/7 organizational support to stabilize and minimize the impact of disruptive events and sensitive employee issues in the workplace.

Additional EAP features:

- Self-directed Virtual Therapy
- Digital Cognitive-Based Therapy (dCBT)
- Manager Assistance & Onsite Training

Complete work/life support:

- Personal
- Professional
- Financial
- Legal

Well-Being

Wellness Program

Comprehensive online solution features self-guided workshops, challenges and other tools to engage members in improving their health. Add unlimited one-on-one coaching for more personalized support to achieve behavior change and meet wellness goals.

Biometric Screenings

Nationwide program brings a full range of health screening options and flu shots to the workplace

Chronic Care Solutions

Personalized support from a Nurse Coach for members with chronic health conditions

Telemedicine

24/7, virtual access to licensed medical providers reduces costly ER and Urgent Care visits

Additional Well-Being Solutions:

Tobacco Cessation

Healthy Baby

Health Advocate makes healthcare and well-being easier for organizations and their employees.

We do this by helping individuals and their families make the right health decisions and navigate through complex healthcare issues, while empowering them to take charge of their total health and well-being. We engage people by personalizing their healthcare experience, using a hands-on approach combined with cutting-edge data analytics and proprietary information technology, to help individuals achieve the best possible health outcomes while reducing costs.



Member Story - All the components come together



Mike was unable to get his medication filled because his endocrinologist retired and his formulary changed.

Using claims data, we were able to uncover that Mike had not refilled his medication for diabetes.

He received an alert on his Health Advocate mobile app that he had not filled his diabetes medication.

Mike called Health Advocate.

Mike’s Personal Health Advocate conducted a detailed clinical intake and:

- 1

Identified and facilitated an appointment with a high-quality provider
- 2

Explained formulary coverage and helped get the prescription filled
- 3

Connected him to his disease management program
- 4

Provided ongoing support for coping issues
- 5

Coordinating care with treating provider prevented worsening of diabetes

Gaps in care were closed

By using multiple outreach tools, we were able to get Mike to engage with us. This prevented a worsening of Mike’s condition by getting him the help he needed when he needed it – and before his illness led to something more serious.



Making Healthcare and Well-being Easier Since 2001

We have a long track record of delivering for our clients and members. For more than 21 years, Health Advocate has been making it easier for people to take control of their health and well-being by personalizing and simplifying the experience.

Trusted,
Experienced Partner

We support organizations of all sizes and industries

2500+ self-insured employers

20% of Fortune 500

First Class,
Digital & Personalized Support

Robust Data Science and AI platform

Compassionate Expert Team

CERTIFIED NCQA HEDIS® MEASURES

CERTIFIED NCQA WELLNESS & HEALTH PROMOTION

WELCOA WELL WORKPLACE PLATINUM

SILVER 2021 STEVIE WINNER FOR BEST CUSTOMER SERVICE

BRONZE 2021 STEVIE WINNER FOR BEST CUSTOMER SERVICE

11th annual Best in Biz 2020 AWARDS WINNER

Delivering Value

35% gaps in care closed across book of business

Lowering medical cost trend

Over 90% member satisfaction

We were the first, we are trusted, and we deliver on our promises.

Our unique blend of experience, innovation and excellent customer service has created a legacy that our clients appreciate and our members depend upon to help them when facing healthcare or well-being challenges.

Let’s partner to build a program that delivers for you and your employees.

866.799.2655 | info@HealthAdvocate.com | HealthAdvocate.com

Health Advocate makes healthcare easier for over 12,500 organizations and their members by leveraging a combination of personal support, data and technology to engage people in their health and well-being.
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