

## **Health Advocate: Making healthcare easier**

### *Get to know Health Advocate*

Founded in 2001, Health Advocate, Inc., is the nation's leading independent healthcare advocacy and assistance company. Health Advocate's mission is to help consumers understand and access the healthcare system so they can make the best use of their insurance benefits.

Health Advocate combines cutting-edge programs and personal support to simplify the healthcare experience and help engage people in their health and well-being. [<Link to about us>](#)

### ***Better results, lower costs***

Washington National includes this service automatically with **Solutions Cancer coverage** and with the group wellness rider. Plus, Health Advocate is available as a standalone product to employer groups at a discounted price.

### *Health Advocate + Solutions Cancer*

The Health Advocate program covers employees regardless of their health insurance. Coverage can extend to employees' family members, too, even when they're not covered under the same health benefits. Health plans aren't able to offer this extended coverage.

### *Supportive services from Health Advocate*

Consumers can take advantage of Health Advocate services even if they're not actively receiving benefits from their Washington National coverage. At any time, they can make one call to ask questions and resolve concerns.

Health Advocate services include:

- Claims assistance
- Benefits education
- Specialty care location
- Fee negotiation

### *Why Health Advocate is a good fit with Washington National's Cancer insurance*

The average person could face a variety of health issues at any time, and extra service can help them deal with these situations when they want or need extra support. When a client needs to use policy benefits, they may want extra help to navigate an already confusing healthcare system. As an example, for someone recently diagnosed with cancer—who is already carrying a heavy burden—Health Advocate helps navigate the way to the right doctors, appointments and clinics. This service alleviates stress for the patient and family members.

### ***How participants can access Health Advocate***

Health Advocate provides excellent resources to help participants understand and access all available benefits. These materials are sent to all new policyholders and again each year to current policyholders.

Resources include wallet cards, breakroom posters and employee emails. Health Advocate's live experts are available toll-free 24/7. Calls are answered within 40 seconds on average.