# Health Advocate Frequently Asked Questions



## Who is Health Advocate?

**Health Advocate is the nation's leading healthcare advocacy and assistance company.** We're here to help people navigate the healthcare system and provide them with the personalized, expert care and support they need to take control of their health and well-being.

## Is Health Advocate the same as insurance?

**No.** Health Advocate is not an insurance company, and does not replace healthcare coverage, provide medical care, or recommend treatment.

## How does Health Advocate's service work?

- Whenever you have a healthcare-related need, you **simply call our toll-free number to connect with an experienced Personal Health Advocate.**
- Your Health Advocate will take the time to understand how they can best support you, gather any necessary information, and coordinate the support you need as efficiently as possible.
- Before we can get to work, you may be asked to sign a Health Advocate Authorization Form. This form gives Health Advocate permission to gain access to medical information and interact with providers and insurance companies on your behalf.
- You'll work with the same Personal Health Advocate from start to finish.

## Who is eligible to use the service?

**You, your spouse/partner, dependents, parents and parents-in-law** can all access Health Advocate's services as often as you/they like.

## Does it cost anything to use Health Advocate?

**No.** Health Advocate's services are provided to employees and their eligible family members at no cost.



We're not an insurance company. Health Advocate is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider. ©2026 Health Advocate HA-M-2401137-1.2FLY

## What kind of support can Health Advocate provide?

Personal Health Advocates can help with a wide range of clinical and administrative needs.

### Examples of clinical support

- Answer questions about medical diagnoses and review treatment options
- Research and identify the latest, most advanced approaches to care
- Coordinate clinical services related to all aspects of your care
- Locate "best-in-class" physicians and medical centers for second opinions
- Help you prepare for doctor visits

### Examples of administrative support

- Answer benefit questions, including explaining your share of the costs
- Research and assist with questions or needs regarding insurance claims and medical billing
- Find the right in-network providers and make appointments
- Facilitate the transfer of medical records
- Locate eldercare and other community services that may fall outside of traditional coverage
- Answer questions about Medicare



## What are the Personal Health Advocates' qualifications?

Our Personal Health Advocates are experts who know the ins and outs of the healthcare system. They are typically **registered nurses** supported by **medical directors** and **benefits and claims specialists**, with extensive experience working in medical, healthcare, and/or insurance settings.

## Are all employee interactions kept confidential?

Yes. The privacy of our members is of utmost importance. Our entire staff complies with all government privacy standards, and all medical and personal information is kept strictly confidential.

## Can you give some examples of how Health Advocate can help me save money?

From **reviewing medical bills** to **negotiating provider discounts**, we handle the legwork so you can get the support you need.

## What are the hours of operation?

**Health Advocate can be accessed 24/7.** Normal business hours are Monday - Friday, from 8 AM to 10 PM, Eastern Time. Staff is available for assistance after hours and on weekends.

**866.799.2728**

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**Registration code:** JX2XFTU

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