

# HealthAdvocate<sup>SM</sup>



## YOUR LIFELINE FOR HEALTH CARE HELP

HealthAdvocate is a confidential service that offers help at no cost, when you need it. Online or over the phone, HealthAdvocate is available to assist you 24 hours a day, 7 days a week. They offer a wide variety of information online and will also take the time you need to get your questions answered over the phone. This is a service we provide to all Medica members who purchase their own insurance. Whether you are looking for help with navigating the health care system or you have a non-urgent medical concern you need advice about, HealthAdvocate is there for you.

## WHAT HEALTH ADVOCATE OFFERS



### Get personal advocacy support

As a Medica member, you will have access to a Personal Health Advocate from HealthAdvocate who can help you navigate the often complex health care system in a number of unique ways. Your Personal Health Advocate will help you address your health care concerns and will do the legwork to get you to the right providers and the right answers. Your Advocate focuses on assisting you in the areas of:

- Health – Offers resources such as assistance finding and scheduling appointments with providers, access to nurses for advice, looking up prices of prescriptions, finding the right network doctor, reviewing treatment options and providing tools to manage your health.
- Finance – Find tools to help you improve your financial well-being and manage health care costs with estimates, track plan balances and out-of-pocket maximums, billing issue resolution, resolving claims questions and payment arrangements.
- Well-being – Get help with stress, anxiety, relationships and emotional health.
- Work/Life – If you are still working, access resources focused on work/life balance as well as work-related issues and workplace safety.

*Remember, Medica customer service is still the first place to go for questions about your benefits.*



### Consult with a nurse 24/7

NurseLine™ by HealthAdvocate services are available 24 hours a day, 7 days a week. Through one simple phone call, you can consult with a registered nurse to receive guidance on appropriate treatment options and get support for non-urgent illnesses. Nurses can also provide support with simple, self-care tips for non-urgent concerns.

Get answers to questions about:

- Symptoms
- Medications
- Health conditions



## Contact the HealthAdvocate Nurseline or Personal Health Advocates

If you're ready to talk to a Personal Health Advocate from HealthAdvocate about your health-related concerns or questions, contact us any time.

Toll free: **1-866-668-6548** (TTY: **711**)

Hours of operation: 24 hours a day, 7 days a week

Website: **members.healthadvocate.com/Home**

Mobile app: Download the free HealthAdvocate mobile app, which gives you convenient access to all our member support.

- Apple App Store
- Google Play
- To access your resources once you have downloaded the app, click on "MEMBER LOGIN" and enter "Medica" as your organization.



## Have a question?

Call Customer Service at the number on the back of your Medica ID card.

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