

Health Advocate **Core Advocacy™**

Case Studies



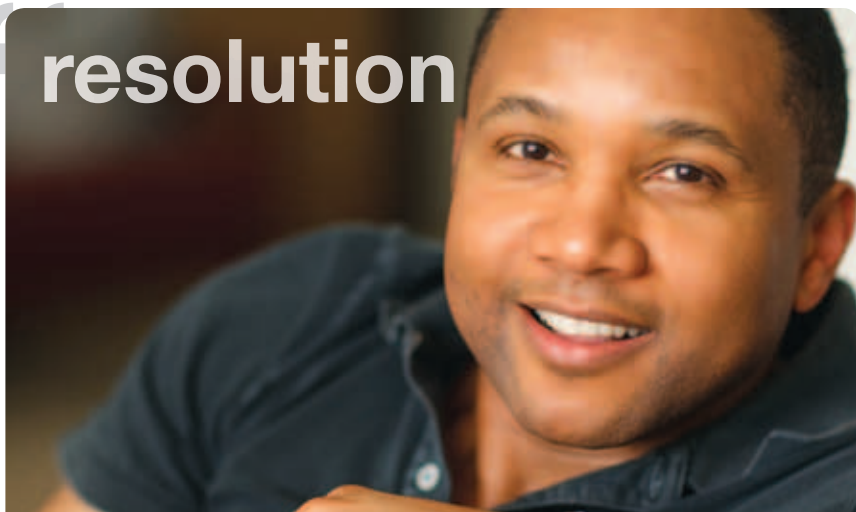
Real People...Real Stories

...Real Results

The following case studies describe real-life healthcare situations and challenges faced by our members. These problems often seem insurmountable to our members, particularly when they are in the middle of a healthcare crisis. Health Advocate's Personal Health Advocates (PHAs) provide support and dedication to help resolve these issues to save members time, money and worry.

Health Advocate helps employers and members save time, money and worry.

resolution



“ They corrected the Rx error
and saved me money ”

Frank called Health Advocate to help sort out a mix-up with his insulin prescription. He expected the newer, pen-based prefilled cartridge injection system that his physician instructed him on during his office visit. However, the physician had not specified these cartridges and the pharmacy benefit management service (PBM) sent Frank traditional, more costly insulin vials, which he unsuccessfully tried to exchange. His **Personal Health Advocate provided documentation** from the member's physician that he wanted pre-filled cartridges and the PBM agreed to the exchange, saving both Frank and his employer money.

doctor visit



“ You helped me
find a doctor ”

Michael, a recent college graduate and one month into his first full-time job, was feeling miserable from cold-like symptoms. Unsure of his health benefits and needing a doctor, he expressed his concerns to a coworker who suggested he call Health Advocate. Michael's **Personal Health Advocate helped him find a doctor**, scheduled an appointment and explained which services were covered by his health plan.

trauma



We didn't know
where to turn ”

Twenty-year-old Christopher was hospitalized with a severe, traumatic brain injury. His parents felt they were receiving little information and support from the hospital staff. Their **Personal Health Advocate suggested that they request a meeting** with the hospital's trauma unit team to discuss their concerns. Once arranged, their PHA worked with his parents to develop a list of specific questions to ask and suggested they request a future treatment plan.

recovery

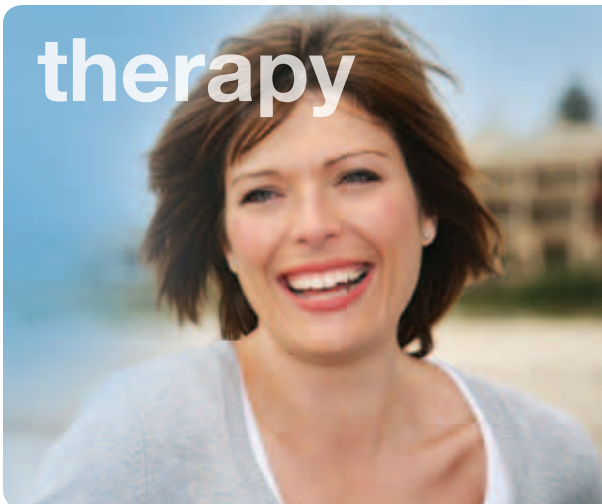


“ I couldn't be happier about
the procedure ”

Agnes, age 84, faced “open” surgery and a lengthy recovery time to repair a potentially lethal abdominal aortic aneurysm. She called **Health Advocate to help her find out if other options** were available. Health Advocate knew that several medical centers around the country were researching a new type of procedure, which avoided the need for the “open” repair. Agnes chose the less invasive procedure and returned home to normal activity after 3 days.

Health Advocate covers the member, their spouse, dependent children, parents and parents-in-law.

therapy



“ It was like I had
found a lifeline ”

Janine called **Health Advocate to help her find a therapist** in her plan's mental health network for her depression. A Personal Health Advocate specializing in behavioral health contacted a participating therapist and explained Janine's state. The therapist agreed to speak with Janine immediately and was able to see her in her office the next day.

special needs



“ He has special needs; they
found special services ”

Kathy called about special education services for her son, newly diagnosed with Asperger's syndrome, a form of autism. Their **Personal Health Advocate found support groups**, an art therapist and a summer program. Plus, she helped Kathy apply to Medicaid to cover services involving the school, doctor and community resources.

For Additional Information

Please contact Health Advocate at:

Administration & Sales



866.385.8033, prompt #2



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Members Only



866.695.8622



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About Health Advocate

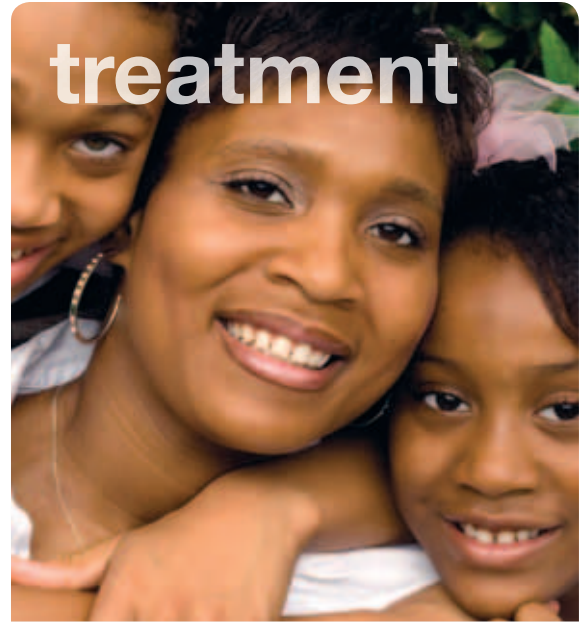
Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, provides a spectrum of time- and money-saving solutions to more than 16 million Americans through its extensive employer and plan sponsor relationships. The company also offers a direct-to-consumer advocacy service, called Health Proponent®, to individuals who are not part of groups. Founded in 2001, the company is headquartered in suburban Philadelphia with sales offices nationwide.

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Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

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treatment



“ I can't tell you how
grateful I am ”

Linda, a member in a defined contribution plan, called Health Advocate for help defraying some of the costs associated with chemotherapy. Her **Personal Health Advocate negotiated a reduced price** for the chemotherapy. The PHA also located a financial assistance program and, working with Linda's doctor, forwarded the paperwork to the agency for review. "I can't tell you how grateful I am for all your help."



HEALTH
Advocate™