

## A Message from **Health Advocate**

In the aftermath of the devastating floods affecting many people in the Omaha area, we are reaching out to our clients to offer our help and support, and to remind you of some of the ways Health Advocate might be of special assistance to your employees or their family members who work or live in the affected areas. While we are sending this special message to emphasize the immediate needs of people impacted by the floods, we also encourage any employees who need our help at any time to call us.

With people being relocated, some of the immediate needs of those with medical concerns may be to find local healthcare providers or to obtain medications, which may have been forgotten or destroyed. We can help locate and make arrangements for providers to see them.

In the dislocation and resulting anxiety of an emergency of this magnitude, many people may have difficulty understanding the clinical and administrative information they or their family members are receiving, or may not know the right questions to ask.

Some may want help finding mental health providers and other healthcare-related resources. We can help with issues of this type.

### For Help and Assistance

#### *Employees or family members*

Please call our **Health Advocate (toll-free) number at 866.695.8622**. The member will then be assigned their own Personal Health Advocate to assist them.

### How Health Advocate Can Help Employees and Their Families

#### Here is a sample of the things we can do to help:

- Find the right doctors, specialists and hospitals anywhere in the country
- Schedule doctor appointments
- Sort out billing and claims issues
- Interact with doctors and insurance companies to help obtain approval for needed services and verify coverage for providers
- Negotiate fees with non-participating healthcare providers
- Help schedule specialized treatments and tests
- Assist with eldercare issues
- Answer questions about test results, treatment recommendations and medications recommended or prescribed by your physician
- Assist in the transfer of medical records, X-rays and lab results
- Locate and research treatment options
- Help to locate and make arrangements for members with special service needs (i.e., rehabilitation, private duty nursing, home-care equipment following discharge from a hospital, etc.)

If you encounter another type of healthcare or insurance-related issue, we can also help. Just **call Health Advocate at 866.695.8622 (toll-free)**.