

Health Advocate Awarded Workforce magazine's 2011 Optimas Award for Service

Congratulations to Health Advocate, Inc. for being recognized for outstanding achievement in service by Workforce Magazine! Health Advocate is your lifeline for navigating the healthcare and insurance maze.

First Data is proud to offer Health Advocate's services at no cost to you, for assistance in navigating healthcare and insurance-related issues. Employees and their family members, including parents and your spouse's parents are eligible to use the service, regardless of whether you are enrolled in a First Data medical plan. When contacting Health Advocate, you can be assured that your personal health advocate is a healthcare professional who knows the ins and the outs of the health care industry. The professional staff consists of registered nurses, supported by medical directors and benefits and claims specialists. Your personal health advocate will help you with:

- Finding doctors, hospitals, dentists
- Scheduling appointments with providers
- Resolving insurance claims and negotiating billing and payment arrangements
- Assisting with eldercare issues
- Obtaining cost estimates for procedures
- Obtaining appropriate approvals for needed health care services
- Answering questions about tests, treatments and medications

To learn more about the many services provided by the award winning staff at Health Advocate, review the Benefits Web site at www.FirstDataBenefits.us Health and Life Benefits / Health Advocate. A brochure outlining the many services offered through Health Advocate is being mailed to your home. For further assistance call 866.695.8622, or send an email to answers@HealthAdvocate.com.