

# HealthAdvocate™

# Product Spectrum



## Encourage Better Health

- Health Advocacy™
- EmpoweredHealth™
- Wellness Coaching™
- EAP+Work/Life™
- Chronic Care Solutions™
- Onsite Biometric Screenings/Flu Shots
- Incentive Management
- Tobacco Cessation™
- NurseLine™
- Wellness Competitions
- MeMD™



## Promote Engagement

- Inbound and Outbound Communications
- Voice, Text, Email and Mobile Technologies
- Video Telecasting; Call Routing
- Virtual Care Center
- Personalized Databases, Surveys & Assessments



## Improve Health Outcomes

- Health Cost Estimator+™
- Data Analytics
- Benefits Gateway™
- Health Information Dashboards™
- MedChoice Support™
- Personalized Health Communications™
- Telemedicine Program
- MyConsult®/Cleveland Clinic Second Opinion Program



## Strengthen Organizations

- Care Coordination for ACOs and PCMHs
- Provider-Centered Analytics
- Medicare Advantage Stars Program
- Enrollment Advocate™
- FMLA Support™
- Independent Appeals Administration™
- External Appeals Administration™
- Health System Community Outreach



# HealthAdvocate<sup>™</sup> Products and Services Summary

## Health Advocacy<sup>™</sup>

Unlimited, confidential access to a Personal Health Advocate, typically a registered nurse supported by medical directors and benefits specialists, who can help resolve a wide variety of health and insurance-related issues.

## EmpoweredHealth<sup>™</sup>

Access to a complete range of integrated Health Advocate benefits, all through a single, toll-free number supported by a dedicated Personal Health Advocate (benefit combination may vary by client).

## EAP+Work/Life<sup>™</sup>

Confidential, caring help available 24/7, from a Licensed Professional Counselor or Work/Life Specialist, who can provide short-term assistance with personal, family, and work issues like stress, depression, addiction, childcare, elder care, legal concerns, and more.

## Health Cost Estimator+<sup>™</sup>

A powerful pricing transparency tool that compares the cost and quality of common healthcare services and procedures by zip code to help you make more informed decisions. Access the tool online, via mobile app or by calling your Personal Health Advocate.

## Benefits Gateway<sup>™</sup>

Streamlined access to all of your health-related benefits through a single toll-free number, guided by a Personal Health Advocate.

## Wellness Coaching<sup>™</sup>

Unlimited access to a personal Wellness Coach and online health tools for ongoing motivation to help you lose weight, eat better, move more and reach other health goals.

## Personalized Health Communications<sup>™</sup>

Ongoing, personalized health reminders help you get the care you need, when you need it, including recommended screenings, tests, immunizations and more.

## MyConsult<sup>®</sup>/Cleveland Clinic Second Opinion Program

Obtain a second opinion via electronic access to the world-renowned Cleveland Clinic, all with the help and support of a Personal Health Advocate.

## NurseLine<sup>™</sup>

Around-the-clock support from highly trained registered nurses for advice and information on non-urgent health issues.

## MedChoice Support<sup>™</sup>

Convenient, online tool to help you weigh the pros and cons of medical procedures, treatments and medications, including the risks and potential outcomes.

## Tobacco Cessation<sup>™</sup>

Twelve weeks of confidential coaching with a highly trained specialist through telephone or email to help you become tobacco-free.

## Medical Bill Saver<sup>™</sup>

Access to skilled negotiators, who can help lower your out-of-pocket costs on medical or dental bills over \$400, that are not covered by insurance.

## Chronic Care Solutions<sup>™</sup>

Professional, one-on-one personalized support from a Registered Nurse Coach to help you better manage chronic health conditions and achieve better overall health.

## Biometric Screening

On-site workplace health screenings for conditions including diabetes, cholesterol and blood pressure offer valuable information about your current health status and risk for certain diseases.

## Health Information Dashboards<sup>™</sup>

Secure, online access to your personalized health profile, including healthcare spending, benefits overview, and provider information, to help you better manage your health.

## MeMD<sup>™</sup>

Telemedicine program offering 24/7 access to medical help for non-urgent issues from a licensed medical provider online or by phone. A valuable resource when you are unable to visit your regular doctor.