



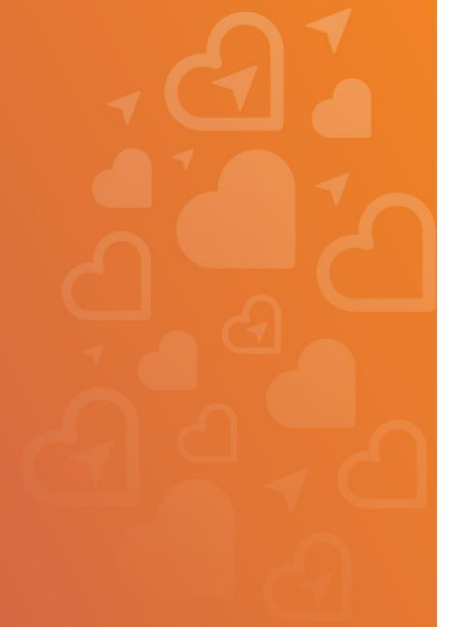
Health AdvocateSM

Caring for you in all ways. Always.

CSEBA
December 2, 2024



Health Advocate Overview



Expert help, delivered with heart

Provided by your employer at no cost to you!

What is it?

- **Hands-on support** for a variety of health and well-being issues
- **Confidential & available 24/7**
- **250+ languages**

Who can use it?

You, your spouse/partner, dependents, parents, and parents-in-law



How do I access the service?

Register on the Health Advocate website and/or mobile app

Phone:
866.799.2728

Email:
answers@HealthAdvocate.com

Web:
HealthAdvocate.com/CSEBA



Registration code:
6GPDAU5

Hours of Operation

Health Advocate is available 24/7. Normal business hours are Monday - Friday from 8 AM to 10 PM, Eastern Time. Staff is available for assistance after hours and on weekends.

A whole-person solution that helps every person, every time

Expert compassionate staff



- Benefits experts
- Claims specialists
- Medical Directors
- Registered Nurses
- Research associates
- Mental Health Counselors and Work Life Specialists

Help for the whole family



- Employees
- Spouses/partners
- Dependents
- Parents
- Parents-in-law
- Plus, special help for seniors

Member website & mobile app



- Open a Health Advocate case
- Message our experts directly
- View personalized health alerts
- Upload and sign forms

Important notes about our service



Health Advocate does not
replace health insurance



Health Advocate does not
provide medical care or
recommended treatment

Private and confidential



We protect your privacy



We fully comply with the federal
Health Insurance Portability and
Accountability Act (HIPAA)



All health information
is kept strictly confidential



Accessing Health Advocate services



When you have an issue, just call us or start a case online or through our mobile app.



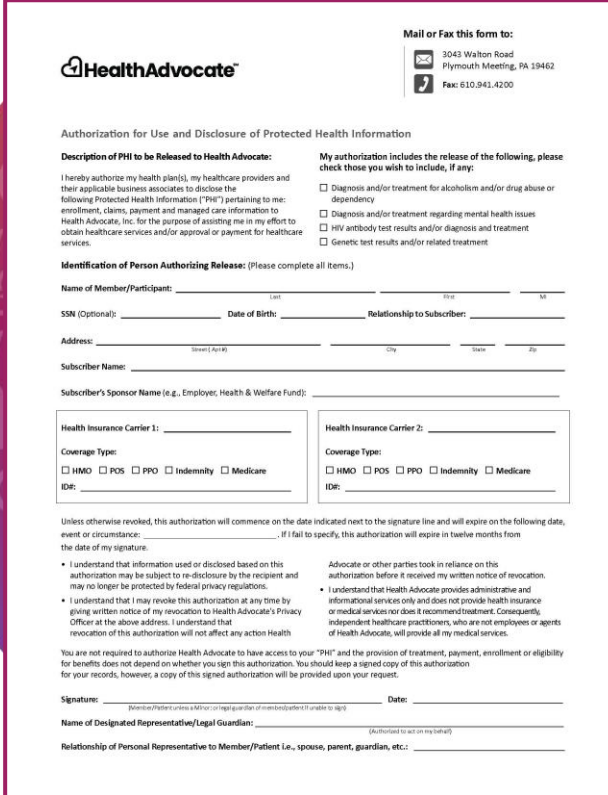
A Health Advocate will be assigned to your case



Your Health Advocate works on your behalf until your issue is resolved.

Medical authorization release form

- **Authorizes Health Advocate to interact with doctors, other providers, and insurance companies on your behalf**
- **This one-page form can be downloaded from the member website or app, or emailed, mailed, or faxed to you to complete and return**
- **Secure electronic signature service also available**
- **Ensures complete confidentiality and privacy**



HealthAdvocate

Mail or Fax this form to:
 3043 Walton Road
 Plymouth Meeting, PA 19462
 Fax: 610.941.4200

Authorization for Use and Disclosure of Protected Health Information

Description of PHI to be Released to Health Advocate:
 I hereby authorize my health plan(s), my healthcare providers and their applicable business associates to disclose the following Protected Health Information ("PHI") pertaining to me: enrollment, claims, payment and managed care information to Health Advocate, Inc. for the purpose of assisting me in my effort to obtain healthcare services and/or approval or payment for healthcare services.

My authorization includes the release of the following, please check those you wish to include, if any:

Diagnosis and/or treatment for alcoholism and/or drug abuse or dependency
 Diagnosis and/or treatment regarding mental health issues
 HIV antibody test results and/or diagnosis and treatment
 Genetic test results and/or related treatment

Identification of Person Authorizing Release: (Please complete all items.)

Name of Member/Participant: _____
Last First MI

SSN (Optional): _____ Date of Birth: _____ Relationship to Subscriber: _____
(mm/dd/yyyy)

Address: _____
(Street / Apt #) City State Zip

Subscriber Name: _____

Subscriber's Sponsor Name (e.g., Employer, Health & Welfare Fund): _____

Health Insurance Carrier 1: _____ Coverage Type: <input type="checkbox"/> HMO <input type="checkbox"/> POS <input type="checkbox"/> PPO <input type="checkbox"/> Indemnity <input type="checkbox"/> Medicare ID#: _____	Health Insurance Carrier 2: _____ Coverage Type: <input type="checkbox"/> HMO <input type="checkbox"/> POS <input type="checkbox"/> PPO <input type="checkbox"/> Indemnity <input type="checkbox"/> Medicare ID#: _____
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Unless otherwise revoked, this authorization will commence on the date indicated next to the signature line and will expire on the following date, event or circumstance: _____, if I fail to specify, this authorization will expire in twelve months from the date of my signature.

• I understand that information used or disclosed based on this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal privacy regulations.
 • I understand that I may revoke this authorization at any time by giving written notice of my revocation to Health Advocate's Privacy Officer at the above address. I understand that revocation of this authorization will not affect any action Health Advocate or other parties took in reliance on this authorization before I received my written notice of revocation.
 • I understand that Health Advocate provides administrative and informational services only and does not provide health insurance or medical services nor does it recommend treatment. Consequently, independent healthcare practitioners, who are not employees or agents of Health Advocate, will provide all my medical services.

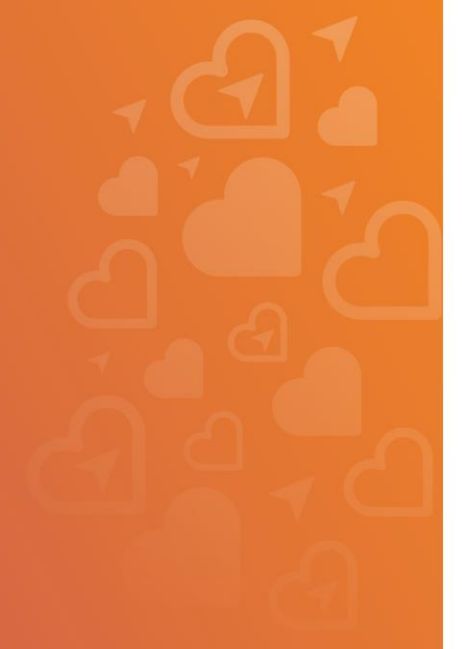
You are not required to authorize Health Advocate to have access to your "PHI" and the provision of treatment, payment, enrollment or eligibility for benefits does not depend on whether you sign this authorization. You should keep a signed copy of this authorization for your records, however, a copy of this signed authorization will be provided upon your request.

Signature: _____ Date: _____
(Patient/Patient's Adult or Legal Guardian if member is unable to sign)

Name of Designated Representative/Legal Guardian: _____
(Authorized to act on my behalf)

Relationship of Personal Representative to Member/Patient (e.g., spouse, parent, guardian, etc.): _____

Expert help with healthcare and insurance-related issues





GUIDE

Health & Benefits Navigation



Personal Touch

Expert help with administrative and clinical issues

We'll take on any health or well-being issues so you can get peace of mind.



Smart Tech

Interactive member website and mobile app

Our website and mobile app provide another layer of support you can access anytime, anywhere.



- 24/7 Support
- 250+ Languages
- HIPAA-Compliant

**We're here for you no matter what,
to help with anything you need anytime you need it.**

Support for clinical issues

Answer questions about diagnoses, conditions, treatments, and tests

Coordinate care and clinical services with treating physicians

Review treatment options grounded in evidence-based practices

Medical decision support; arrange second opinions

Help prepare for doctor visits, review results, and plan future actions

Facilitate pre-authorizations

Discuss the cost and quality of services to help make informed decisions

Coordinate with other programs: Health plans/TPAs/third-party point solutions

Caring experts guide, clarify, arrange, and provide peace of mind

Support for administrative issues

Provide support for any insurance-related questions or issues

Find the right care at the right time, including doctors and specialists

Clarify coverage and benefits

Schedule appointments and arrange the transfer of medical records

Locate community and eldercare resources

Research ways to reduce prescription and healthcare costs

Explain all parts of Medicare

Resolve healthcare, claims and medical bill issues

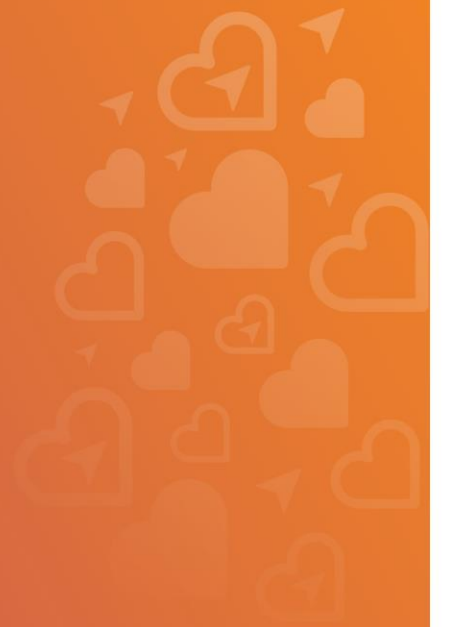
Provide year-round benefit support including during open enrollment

Review and negotiate medical bills

Our experts do the legwork, so everyone gets time back

Life and Emotional Health

Confidential Employee Assistance Program for
help with personal and work/life issues



Life & Emotional Health (EAP)



Identify the counseling options that meet your unique needs and explore your available options



Develop a plan to feel more in control

- **Build skills** to address a variety of emotional and mental health needs
- **Get guidance from specialists** for help with legal and financial issues
- **Locate the right resources** to help you better balance work and life, such as childcare, eldercare and more

Confidential support for mental health concerns*



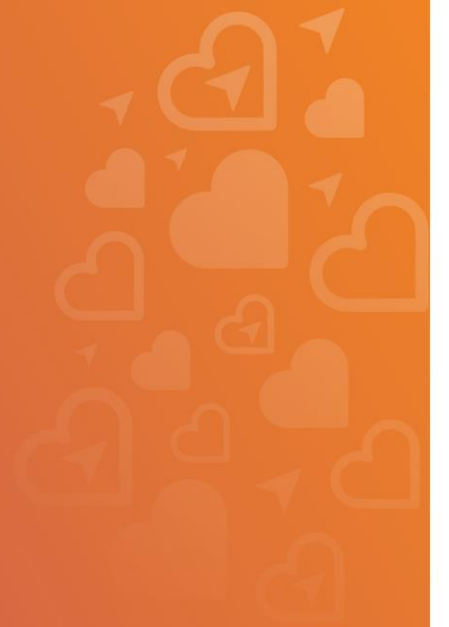
- Stress
- Anxiety
- Depression
- Marriage
- Family & parenting
- Relationships
- Burnout
- Coping
- Substance abuse & addiction
- Grief & loss

You can call Health Advocate 24/7 for guidance and resources.

If you are in imminent danger, call 911

**1 to 5 sessions available (face to face, phone, or virtual teletherapy)*

Balancing work/life



Support to balance work/life



Eldercare



Life transitions



Parenting, Childcare



Grief & Loss



Identity Theft



Relationship Issues



Stress, anxiety,
depression



Substance abuse



Financial
Issues



Legal
Issues



Legal Services

- Criminal law
- General/civil law
- Domestic/family law
- Elder law
- Separation/Divorce
- Real estate
- Tax and IRS matters
- Motor vehicle law
- Estate planning
- Child custody



Financial Services

- Credit management
- Debt counseling
- Budgeting
- Restoring credit
- Identity theft
- Home refinancing
- Student loans
- Retirement planning
- Divorce

Concierge Services



Concierge research services



Restaurant reservations

Travel research

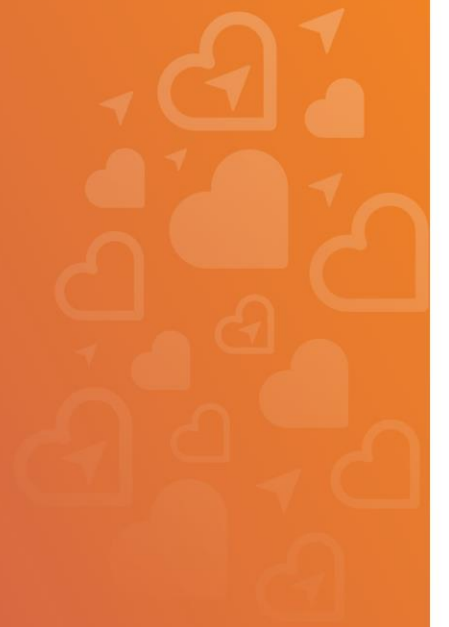
Party and event planning

Home maintenance services

Sporting events

Car maintenance services

Digital Cognitive Behavioral Therapy



Digital Cognitive Behavioral Therapy (dCBT)

Online modules, resources, and daily inspiration to help improve your mental health

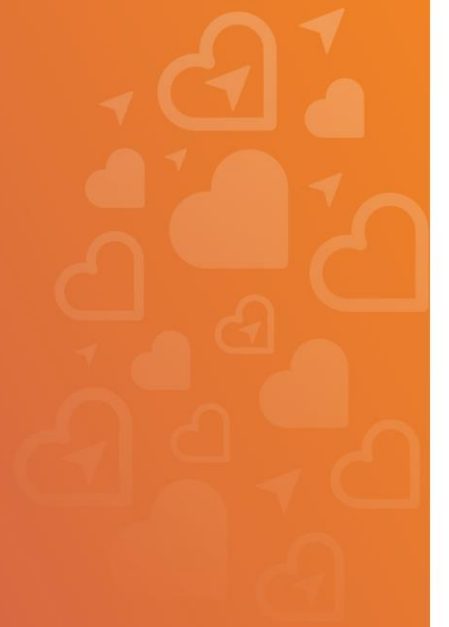


How it works

Modules guide you through steps to build skills and better cope with issues

- Thought journals
- Problem-solving worksheets
- Daily emotional health tracker

Connecting



Here are a few useful tips when reaching out

We quickly get you to the right place

Our Triage unit will take your call, gather details about your issue, and connect you with the right expert.



Come prepared

What you need depends on your issue.

For claims questions, have your medical bill and **Explanation of Benefits** ready.

You will also need to sign our **Medical Authorization Release Form** to let us assist you.

How long it takes

Turnaround times vary by issue.

Simple requests, like finding an in-network specialist, take less time than those needing research or outreach to health plans or doctors' offices.



We keep you informed

Your Personal Health Advocate will follow up until your issue is resolved, providing regular email updates along the way.

Secure emails will come from: "Health Advocate Follow Up"

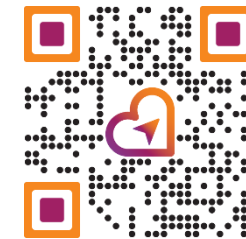
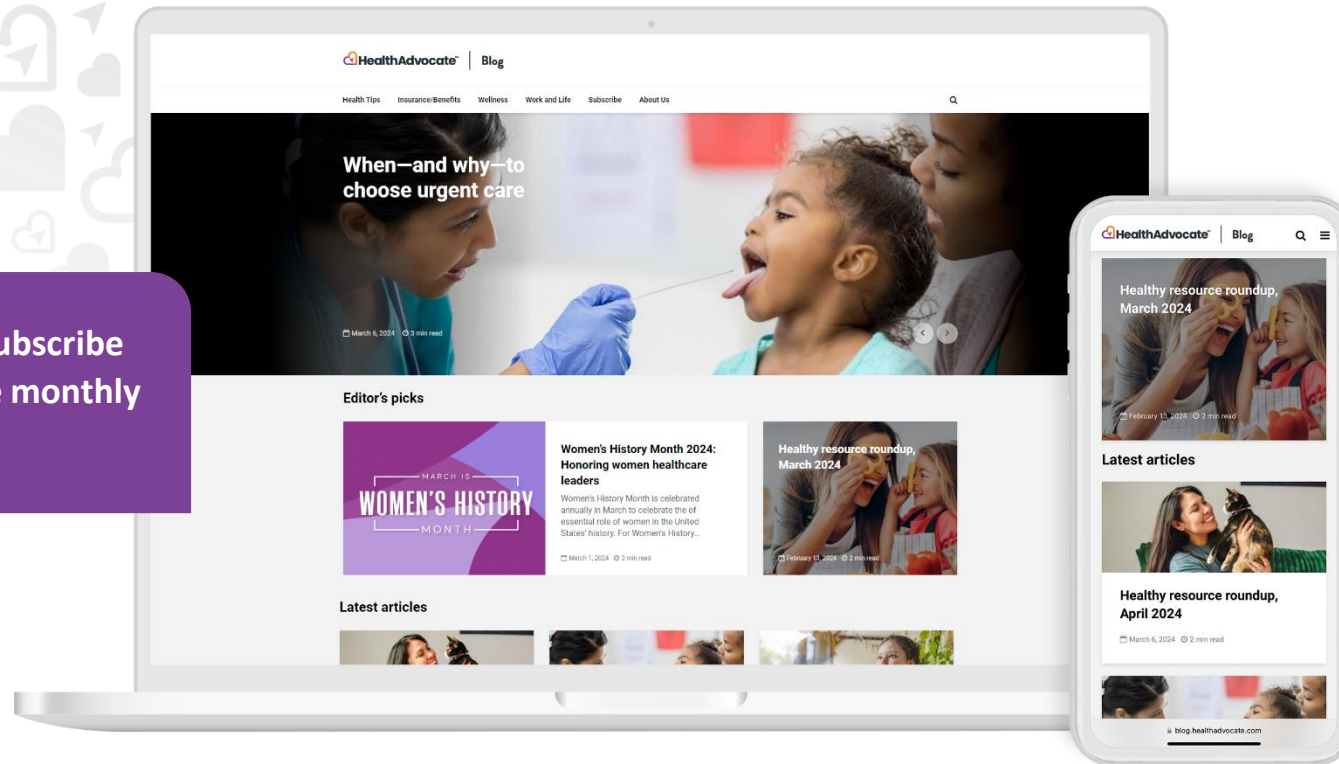


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Don't forget to register today!

Easy access to your Health Advocate resources



Register today on the website and/or mobile app

1. Go online or download the mobile app by scanning the QR code
2. Enter the required information, confirm your registration, and then log in

Phone: 866.799.2728 | Email: answers@HealthAdvocate.com

Website: HealthAdvocate.com/CSEBA

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Thank You!

