



**Get help.**



**Save time.**



**Be healthy.**

## **Your guide to advocacy services**

Personal health care experts  
at your service.

### **Advocacy services**

Personal health care experts  
at your service

Call

Or visit

[alight.com/advocacy](http://alight.com/advocacy)

Advocacy was created to take the burden of health care problems off your hands—and into the hands of benefits experts. No issue is too small or too large.

After you connect with your advocate and explain your issue, your advocate will take it from there. Your advocate will provide regular updates until your issue is resolved. For urgent situations, your advocate will start working right away to resolve the issue (if possible) within 24 hours.

Your advocate will contact your insurance company, doctor, pharmacy, or medical facility to reach the best solution possible. He or she will deal with medical, benefits, and insurance issues, while you focus on what's important in your life. Think of your advocate as your personal health care expert. Simply hand off your problem and let your advocate do the rest.

### **Carry this card**

Print and cut out the information below, and keep it with you for easy reference, or scan it into your mobile device.

## **Advocacy services**

Have a billing or insurance claim issue? Need to speak with a health care or benefits expert? Your personal health care expert is standing by to help when you need it!

**Personal health care experts at  
your service.**

Call between 7 a.m. and 6 p.m. central time, Monday through Friday. Or, visit [alight.com/advocacy](http://alight.com/advocacy) and click Get Help.

## Advocacy services

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## More compassion. Less confusion.

Advocacy is a confidential program offered through your employer at no cost to you.

### Our experts are standing by for:

- Help with a medical issue.
- Understanding and using any of your employee health benefits.
- Getting answers to questions about coverage for a specific doctor visit, procedure, or treatment.
- Preparing to talk with your physician during an upcoming appointment—know the questions to ask!
- Making sense of your doctor or hospital bill including your Explanation of Benefits statement.
- Finding a doctor, hospital, or pharmacy to get the best care at the right cost.
- Resolving insurance claims and billing disputes.
- Getting a referral for a second opinion.
- Navigating Medicare.

## When you have general questions

You don't need to have an immediate issue to contact advocacy services. Our team is well trained on all your employee benefits. And if there's something we don't know, we'll either find the answer for you—or quickly get you to the right resource! We can help with:

- Determining if a procedure should have been covered at a higher percentage.
- Understanding the difference between in-network and out-of-network coverage and services.
- Deciding whether to contribute to a flexible spending account or not.
- Benefits your employer provides to you.

## Or when you just need someone to talk to

If you need to talk with a live person about life's challenges, such as managing a health condition, coping with stress, or overcoming substance abuse, your advocate can help with that, too.

## Our advocates can help solve your health care issues\*

A few we've solved recently:

- Secured critical therapy for an expectant mom whose baby's life was at risk
- Obtained emergency prescriptions
- Assisted in finding a high-quality provider to perform a procedure at a lower cost
- Partnered with health plans to approve previously denied coverage for lifesaving treatments

## Let us help you keep life moving

**More time.** The average issue takes an experienced advocate upwards of four hours. Better than you!

**Less stress.** Your advocate contacts your health insurer, medical team, and everyone involved until your issue is resolved. One less thing for you to worry about.

**More peace.** Advocates can fix issues that were the result of an administrative mistake. Put your feet up while your advocate gets it corrected.

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## Dear advocacy,

I was experiencing double vision and very painful headaches. An eye doctor wanted me to undergo a relatively new procedure, but that left me scared and uncertain. Thankfully, my advocate put me in touch with another specialist, who reviewed my treatment options and affirmed the new procedure was my best option. And it was—my vision is better and my headaches are gone!

Thank you!



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\* Advocacy services does not guarantee resolutions for all issues. Terms of the benefits and health plans will always apply.