



*Designed for*

**The Joint Industry Board of the Electrical Industry:  
Serving the Participants of the Employees Security Fund of  
the Electrical Products Industries Health and Welfare Plan**

# We Can Help You

*When you need Healthcare help*



## Your Guide to Using Health Advocate

MAGNACARE<sup>SM</sup>



HEALTH  
Advocate<sup>SM</sup>

# Health Advocate Easy To Use

## **Your own Personal Health Advocate to help with your healthcare needs**

Health Advocate is a valuable benefit provided by the Employees Security Fund of the Electrical Products Industries Health and Welfare Plan (ESF) to help you and your entire family navigate the healthcare system and maximize your healthcare benefits. Our comprehensive service will help you with clinical and administrative issues involving your medical, hospital, vision, dental, pharmacy and other healthcare needs.

### **How does Health Advocate work?**

It's simple. If you have a healthcare or insurance issue you need help with, just call our special toll-free Health Advocate telephone number that is exclusively for Electrical Industry participants (1-866-799-2723). The first time you call you will speak with a Personal Health Advocate (PHA) who then becomes "your" PHA, personally helping you with your issue. After obtaining the necessary background information, your PHA, assisted by our staff of Medical



Directors and benefits specialists, will begin working on your question or problem.

### **Who is eligible?**

Health Advocate's services are available to you, your spouse, dependent children, parents and parents-in-law. If you have a question about who is covered for services, simply call us.

### **What is the cost of Health Advocate?**

There is no cost to you and your eligible family members to use our services. This benefit is provided by your health plan.

### **How often may I call Health Advocate?**

You or a covered family member may call as often as needed.

# **Healthcare Help** *for you and your family* **Call 1-866-799-2723**

## **What are Health Advocate's hours of operation?**

Health Advocate can be accessed 24/7. Our normal business hours are Monday - Friday between 8am and 9pm Eastern Time. After hours and during weekends, on-call staff is always available for assistance with issues that need to be addressed during non-business work hours.

## **Does Health Advocate replace my healthcare coverage?**

Our program is not a substitute for your current health insurance plan. Rather, we complement basic health coverage by providing a range of services as outlined in this brochure.

## **Is my privacy protected?**

Our staff is specially trained to handle each case with the utmost confidentiality. We follow careful protocols that comply with all governmental privacy standards to ensure that your participants' medical and personal information is fully protected and held confidential. Just like all other health and assistance programs, your privacy is of paramount importance.

## **Personal Health Advocate (PHA)**

- Typically Registered Nurses
- Participant speaks with same PHA
- Medical Director Support
- Ensures privacy/confidentiality

## **Clinical Services**

- Find the best doctors, specialists and hospitals
- Assist with complex medical conditions
- Locate and research treatments for a medical condition
- Schedule appointments with hard-to-reach specialists
- Identify renowned “best-in-class” medical facilities and institutions

## **Billing & Claims Support**

- Assist with insurance claim issues
- Help with understanding healthcare bills
- Reconcile billing and explanation of benefit statements

## **Health Coaching**

- Help prepare patients for healthcare appointments
- Help participants better understand their conditions
- Support participant’s active involvement in their healthcare

## **Information & Service Support**

- Assist with elder care issues
- Provide health information to help you make informed decisions
- Help make arrangements for participants’ special service needs
- Help arrange transportation services
- Explain benefit plan provisions and features
- And ... lots more!



## Did You Know?

Your own Personal Health Advocate will provide you with expert help and support for any of your healthcare needs.

Need help? Just call  
1.866.799.2723

## EXPERTISE

“You helped me sort out the healthcare maze. Until it happens to you, you don’t realize how confusing it can be.”

*Bill W., Fort Worth, TX*

## SUPPORT

“Thank you so much for arranging a doctor’s appointment for my visiting mother. You guys are a great resource to us.”

*Gena B., Council Bluffs, IA*

## MEDICAL CLAIMS

“Health Advocate’s help sorting out a bunch of medical claims has been nothing short of extraordinary.”

*Michelle Q., New York, NY*

## ELDERCARE

“Thank you for helping me with my elderly mother. You found in-home care so I could go to work without constant worry.”

*Stan R., Buffalo, NY*



## View Member Video



[www.HealthAdvocate.com/ESF](http://www.HealthAdvocate.com/ESF)

## For More Information



1.866.799.2723 (toll-free)



[answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)

**1-866-799-2723 (toll-free)**

[answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com) | [www.HealthAdvocate.com](http://www.HealthAdvocate.com)

Asistencia en español esta disponible (Spanish-speaking assistance is available).

### Independent. Confidential. Convenient.

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

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CHAC-M-JIBESFBR00809





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## WE CAN HELP YOU ...

When you need Healthcare help!

- Understand your benefit plan provisions and features
- Untangle insurance claims
- Find the best doctors and hospitals
- Navigate healthcare issues
- Assist with eldercare issues
- Save time and money
- And ... much more!

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