Help is only a phone call away

Health Advocate™ takes on your employees' complex health care problems

You asked and we listened. It’s here: A new set of services for members trying to navigate in the complex world of health care.

Top reasons to call...

**Maximum value for health coverage**
Call to save time, money and worry by handling over complex problems. Health Advocate can untangle issues and decipher details. Employees get maximum value for every dollar they spend on health care.

**Clinical information**
Call to ask questions about test results, medications, state-of-the-art treatment and more. Get answers from registered nurses and medical directors. Health Advocate can connect members to Blues programs to help them manage chronic conditions, stop using tobacco, lose weight and more.

**Appointment scheduling**
Call for help to make an appointment promptly—ever with hard-to-reach specialists. Or, for help getting a second opinion.

**Unbiased health information**
Call for health information from personal health advocates with no ties to a plan, facility or agency. They'll help callers make informed health care decisions.

**Payment plan negotiation**
Call for help to negotiate a payment plan for covered medical bills and even ones from out-of-network providers. Health Advocate will contact the provider directly. That can reduce frustration and reduce confusion about charges.

**Community services research**
Call for help in tracking down services that can make a person's—or caregiver's—life easier, such as transportation to medical appointments or elder care.

**Support of the whole family**
Call for help to resolve any health care issue—even those of employees, children or parents—whether they're members or not. Employees get the peace of mind knowing that their family members are getting the best care possible. And, the security that they're getting the most value from their health plan.

**Frees up staff time**
Employees can hand off their complex health care issues without tying up the time of human resources staff. Health Advocate is available 24/7 to get to work on problems or find answers to questions.

...and much more

Our partner is Health Advocate. Its team is helping us meet our ongoing commitment to you to improve your employees’ health care experience. Health Advocate enhances our outstanding customer and care management services. Blues customer service teams are still available to give the same great service for routine questions.

In all we do, we offer the best value in health care to your company.

**Toll-free 1-855-425-8585, 24/7**
Starting Jan. 2, 2013, Health Advocate gives personal support Monday through Friday 8 a.m. to 9 p.m. Eastern time. After hours and on weekends, operators take messages.