

MyAdvocate Service Comparison

CLINICAL SUPPORT	
Care Conditions	<ul style="list-style-type: none"> • Coordinate care among physicians and medical institutions. • Provide explanations of tests, treatments and medications. • Facilitate the transfer of medical records, X-Rays, and lab results. • Arrange for homecare equipment following discharge from the hospital. • Coordinate hospice and other services for terminally ill members.
Second Opinions	<ul style="list-style-type: none"> • Assist in locating the right second opinion consultation. • Research questions about diagnoses, treatments and available support.
Locate Providers	<ul style="list-style-type: none"> • Locate primary care physicians, specialists, hospitals, dentists and healthcare providers. • Leverage in-network providers to help members utilize their benefits.
Prescription Drugs	<ul style="list-style-type: none"> • Provide members assistance with questions on prescription drug coverage and formularies. • Help members better understand multi-tiered pharmacy benefit plans. • Assist members in obtaining mail-order prescriptions.
Call Center	<ul style="list-style-type: none"> • Access to Personal Healthcare Advocate. • Language / translation services.
ADMINISTRATIVE SUPPORT	
Benefit Support	<ul style="list-style-type: none"> • Research and resolve claims issues, including related paperwork. • Resolve eligibility issues, review billing discrepancies and questions, and uncover errors in processing. • Review questionable bills to identify duplicate or erroneous charges. • Resolve coordination of benefits disputes between multiple carriers.
Fee Negotiation	<ul style="list-style-type: none"> • Attempt to negotiate fees with providers to lower members' out-of-pocket costs.
Appeals Advice	<ul style="list-style-type: none"> • Assist members filing a complaint or grievance with their health insurer. • Provide member information about their appeal rights.
ADDITIONAL ASSISTANCE	
Healthcare Support	<ul style="list-style-type: none"> • Prepare members for visits with physicians and other providers. • Help members better understand serious or chronic conditions. • Answer questions and provide information and resources about medical terms, tests, medications and treatments.
Specialized Services	<ul style="list-style-type: none"> • Locate and make arrangements for members' specialized service needs such as adult day care and rehabilitation services. • Assist members with the application process for coverage options.
Transportation Assistance	<ul style="list-style-type: none"> • Research transportation services to support members' healthcare needs.
Senior Care Services	<ul style="list-style-type: none"> • Obtain coverage for medical supplies. • Provide information about adult day care programs. • Coordinate coverage for home care services with Medicare and Medicaid.
Alternative Medicine	<ul style="list-style-type: none"> • Identify and coordinate a range of wellness services.