



Frequently Asked Questions



Overview

What is a Health Pro?

A Health Pro is your personal health care advisor. They can help you and your family become better health care consumers by finding the best possible care while making sure you're not overpaying. Your Health Pro provides personalized information and one-on-one support to help you:

- Understand your health plan coverage
- Set up medical appointments that fit your schedule
- Confirm prescription costs, getting pre-authorization, and signing up for mail order
- Confirm benefits coverage was properly applied
- Solve billing issues

Who delivers this service?

Health Pros are passion-driven, excellent problem solvers, and strong communicators. Health Pros go through a very rigorous 4–6 month training program developed to build health care expertise and must pass internal assessments with a score over 90% before supporting members. Your Health Pro does not provide medical advice or replace your doctor—they are a trusted resource to help you navigate through your health care journey.

How does the Health Pro Messaging Center work?

Once you have logged in to your Health Pro Connection and accessed the messaging center, you can live-chat with a Health Pro during business hours and view the status of any previous requests. After hours, you can initiate and request or schedule an appointment with your Health Pro.

Are you affiliated with a medical insurance company?

No, we are an independent company and not affiliated with any insurance company.

Programs and services

Why should I call Advocacy services?

Sometimes we go from being healthy to being a patient and don't know where to begin. A Health Pro can help. They'll help you wherever you are in your health care journey.

Plus, mistakes happen. In fact, according to the American Medical Association, commercial health insurers make processing errors on claims ... resulting in an estimated \$10 billion in wasted administrative costs per year. An advocate can help resolve your claims issue.*

Remember, there's no charge—advocacy services are free for you to use. So why wouldn't you call?

*Although Health Pros work for you, they cannot guarantee the specific resolution you are seeking. Terms of the benefits and health plans will always apply.

Can a Health Pro help me with all of my health care benefits?

Yes. Your Health Pro is an expert on all of your company's health care benefits. Your Health Pro can answer any questions you may have regarding your medical, dental, vision, and prescription drug plans; Flexible Spending Accounts; Health Savings Accounts, and much more.

What if I've already received care? Can my Health Pro help with my bills?

Yes, your Health Pro can help you with reviewing your bills any step along the way! If there are any billing issues along the way (such as the bill needs to be re-coded, re-processed, or appealed; or you need a refund), your Health Pro will resolve those issues for you.

Is there anything I need to do before I contact Advocacy services?

Gather the necessary documents and information and have them available when you contact Advocacy to connect with a Health Pro.



Eligibility and Cost

Who is eligible for this service?

A Health Pro is available to employees.

Do I have to be enrolled in my employer's medical plan to access a Health Pro?

No, you do not need to be enrolled in your employer's medical plan. If you need assistance and are not enrolled in your employer's plan, you are responsible for providing your medical plan information to your Health Pro.

Can my family use Advocacy services too?

Yes. Advocacy services are available to employees, and all immediate family members—including parents and parents-in-law—free of charge! Just be sure you are on the phone with your family member the first time he or she you calls.

How much does this service cost me?

Nothing! Advocacy services is part of the benefits package provided by your employer. From start to finish, working with a Health Pro is free.

Accessing a Health Pro

If I can't get answers, how can my Health Pro help?

Your Health Pro has a distinct advantage and possesses deep health care experience, plus they are experts on your employer's specific benefits plans, billing procedures, legal requirements, and claims adjudication. Health Pros also have designated contacts, which you may not have access to, for escalated issues.

When is a Health Pro available?

Health Pros are available through the Messaging Center and by phone Monday through Friday, 8 a.m. to 8 p.m. CT. After hours, you can start a request through the Health Pro Messaging Center, or you can leave a voicemail if calling and your message will be returned the next business day. Your Health Pro is unable to provide assistance for medical emergencies. In those cases, it is important to seek care right away. However, they

are happy to schedule any follow-up appointments and review your bills following the care received.

How do I know my personal information is safe with Advocacy services?

Advocacy services is committed to the highest standards of confidentiality. Your calls and data are guarded so that no one can access your information without your permission. As an independent service provider, Advocacy services even restricts employer access.

What happens when I connect with my Health Pro?

A representative will greet you and may request your name, employer, DOB, and the last four digits of your SSN to confirm your identity and locate you in the system. Once the message or call has been secured, your Health Pro will gather details around your need. Many cases can be handled on the first exchange, but if your service requires additional research, they will triage your request and let you know when you can expect to receive an update. Your Health Pro interaction is 100% confidential, and your Health Pro will never share your personal information.

What is the expected turnaround time?

Excluding bill reviews, all services are completed within 1–2 business days. Since bill reviews require additional coordination with your insurance carrier and provider the turnaround time is longer, but your Health Pro will keep you updated throughout the process.

Can I reach out or call more than once?

Absolutely. You are encouraged to contact your Health Pro as many times as you would like for additional support, or if your situation changes and you need new information.

How can I learn more and get started?

Simply log in to Alight Worklife® and select Health Pro Connection to get started or to connect with your Health Pro for additional help.

**VISIT myaecombenefits.com
or CALL 1.844.779.9567**