

## Health Advocacy

Helping members get the right care at the right time.



What is Health Advocacy? Using dedicated and highly experienced healthcare staff who work closely with registered nurses and licensed social workers, Health Advocacy helps your members navigate around barriers and concerns regarding your healthcare benefits.

### **Why offer Health Advocacy?**

You understand that the world of healthcare and medical coverage keeps getting more complicated. In many cases, people don't know how to get unbiased, professional assistance. Health Advocacy can help your members access the right healthcare services at the right time.

Health Advocacy will help your members:

- Become better healthcare consumers
- Make the most of their healthcare benefits
- Save time sorting out medical bills
- Resolve issues or complaints

### **Health Advocacy and the Family Medical Leave Act**

Disability management is often a struggle for employers and employees. Our Advocacy program helps your members navigate the unique and often confusing process of using Family Medical Leave Act (FMLA) benefits. We unravel the filing process, ensuring documents are completed timely and accurately. We also assist employers with obtaining clarification with incomplete forms, provide guidance on scheduling intermittent leaves, reduced leave schedules and appropriate work schedules and manage travel and appointment times.

**We are able to answer questions such as:**

- Which questions should I ask my doctor?”
- “Why has my doctor ordered this test, and what can I expect during it? Do I need prior authorization?”
- “What should I expect at my appointment/test/surgery?”
- “How do I learn more about my diagnosis and health condition?”
- “How can I take better care of myself and my condition?”
- “How can I understand what’s covered under my health plan?”
- “How can I find a network provider?”
- “What should I do if I have a question or problem about the care I’m receiving?”
- “What should I do about medical bills my provider sends me?”
- “When can I use my FMLA benefit and how do I get it?”
- “What paperwork is required for me to begin my FMLA time off?”
- “Can I use FMLA for caring for my family member as well as if I get sick?”
- “How many days can I take off and do I need to use my Paid Time Off (PTO) or vacation hours?”
- “What happens if I run out of FMLA days and need more?”

Learn more about us at [www.conduent.com/caremanagement](http://www.conduent.com/caremanagement).

