



## Health Advocacy Solution

Personal assistance navigating the healthcare system

Anyone who has ever tried to understand a health plan, set up an appointment with a specialist or decipher a hospital bill knows how challenging these tasks can be. Employers share this burden when frustrated employees consume valuable work hours trying to manage their healthcare needs or turn to their HR departments for help.

### Increasing productivity, decreasing stress

To help employees and employers cope with healthcare headaches, The Standard offers the Health Advocacy Solution. Provided through a partnership with Health Advocate™, a leading health assistance and support company, the Health Advocacy Solution provides Personal Health Advocates to help employees and their covered family members manage their healthcare needs. Typically registered nurses, Personal Health Advocates understand the healthcare system and can help with health-related challenges such as:

- Coordinating care
- Locating doctors
- Explaining tests, terminology and answering questions about benefit plans
- Clarifying billing statements and assisting with claim issues
- Assisting with prescription-drug issues
- Negotiating fees
- Helping find resources for services that may not be covered through your health-benefits program

Backed by medical directors and claims and benefits experts, the Personal Health Advocates are dedicated to each case they work on until resolution. Each case is managed confidentially and in compliance with all state and federal privacy laws. In addition, Personal Health Advocates are available to help employees, dependents, spouses, parents and parents-in-law, regardless of their health-plan coverage.

The Health Advocacy Solution can be included with many of The Standard's group insurance products, and is available for groups with ten or more employees, regardless of industry. And thanks to our special arrangement with Health Advocate, The Standard is able to offer this solution to employers at a fraction of the cost they would pay on their own.

To learn more about how the Health Advocacy Solution from The Standard can help your organization, call the Employee Benefits Sales and Service Office for your area at 800.633.8575.

**For more information on the Health Advocacy Solution from The Standard, contact your insurance advisor or call the Employee Benefits Sales and Service Office for your area at 800.633.8575.**

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