Making healthcare and your life... easier

April 21, 2021

Penn University of Pennsylvania

HealthAdvocate
Thank You

for your trust and partnership in providing Health Advocate’s programs and services to University of Pennsylvania faculty, staff and their families.

Partners since 2012
Life is challenging & unpredictable

Many challenges, like the pandemic, are out of your control. Our experts help with issues that are.

• Your employee benefits
• Healthcare and decision support
• Personal problems and work/life balance

• Compassionate, confidential help available 24/7
• Interactive app and website
• Provided by the University of Pennsylvania at no cost to you!
The whole family can use Health Advocate!

- Employees
- Spouses
- Dependents
- Parents
- Parents-in-law

Plus, special help for seniors:
Medicare Parts A, B, D and Medicare Advantage Supplemental Plans
Important Notes

- Health Advocate does not replace health insurance
- Health Advocate does not provide medical care or recommended treatment

Private and Confidential

- We protect your privacy
- All health information is kept strictly confidential
- We fully comply with the federal Health Insurance Portability and Accountability Act (HIPAA)
University of Pennsylvania
Benefits Solution Center
We know the ins and outs of the healthcare system and your entire Penn-provided benefits package.

We’ll answer your coverage questions and when needed, connect you instantly to the right benefit (e.g., medical, dental, EAP, pharmacy).

Reach all of your benefits through ONE Number!

866.799.2329
Health Advocacy
Expert help with healthcare & insurance issues
Health Advocacy

The heart of what we do...

Your Personal Health Advocate can help in the following ways:

- Coordinate care with your providers
- Healthcare decision support
- Help you find the right doctors and services
- Arrange second opinions and transfer medical records
- Help with paperwork issues like billing, claims and more
- Provide special help to parents and parents-in-law
Who are our Personal Health Advocates?

Registered Nurses with experience in clinical care, case management, nursing education, supervision and administration

Benefits experts with experience in claims management and provider group administration

Trained clinical professionals including social workers, behavior change counselors, nutritionists, dietitians, dental care and pharmacy

Full-time medical directors
Medical Authorization Release Form

- Authorizes Health Advocate to interact with doctors, other providers and insurance companies on your behalf.

- Easily downloaded from the member website or app, or we can email it to you to complete and return.

- Secure electronic signature service also available.

- Ensures complete confidentiality and privacy.
Coordinate care with your providers

- Coordinate services and facilitate communication with treating physicians/health plans
- Coordinate care and services during and after a hospital stay and when your care is transitioned to other providers
- Locate specialized services including eldercare and care for children with special needs
- Provide end-to-end support through all phases of care
- Facilitate any necessary referrals or authorizations
Healthcare decision support

• **Answer questions about diagnoses, medical conditions, treatments and tests**

• **Review treatment** options based on current literature and evidence-based practices

• **Help you develop questions** to ask your care team

• **Provide information** to help you make the right decisions about your care
Help you find the right doctors

- **Research and identify** PennCare Network providers who are affiliated with the Penn Medicine network
- **Check sanctions or licensing issues;** verify board certifications
- **Assess experience** and confirm if accepting new patients
- **Schedule appointments**
- **Research transportation**
Arrange second opinions

• **Perform intake** to assess your needs and preferences

• **Research to identify top experts** and Centers of Excellence nationwide

• **Answer questions about diagnosis, treatments and available support systems**

• **Arrange for the transfer of medical records**

• **Schedule** face-to-face appointments

• **Follow up** to see how the second opinion went and if there are any other ways we can help
Help with confusing and time-consuming paperwork issues

- Examine medical bills and claims statements for accuracy; identify and correct duplicate or erroneous charges
- Explain coverage and coordinate benefits
- Facilitate any necessary pre-authorizations for care, medical equipment, medications
- Research ways to reduce prescription drug and other costs
- Negotiate payment arrangements
Special help for parents, parents-in-law, retirees and pre-Medicare retirees

- **Assist retirees** transitioning to private coverage or Medicare
- **Clarify** all parts of Medicare, including Parts A, B, C and D
- **Educate about Medicare Advantage** and supplemental plans
- **Locate plans**, explain the differences between them and help weigh options
- **Locate eldercare services** and community resources that fall outside traditional coverage
- **Research private coverage** and public exchanges
- **Facilitate care management interventions**
Penn Employee Assistance Program
We help support your life
Everyone experiences problems in their lives, and can usually deal with them on their own.

At other times, they benefit from asking for professional help.
We’re here to help when you need us most

24/7/365 unlimited access

Connect with a Licensed Counselor for in-the-moment telephonic support

Unlimited HR and management consultations

Employee wellness and prevention seminars

Critical incident debriefings
The right EAP experts to guide the way...

- Licensed Psychologists and Social Workers
- Certified CEAP, CAC
- Licensed, Certified Family & Marriage
- Financial/Legal Specialists

Hours: 24/7/365 Support
Confidential help with personal issues

Speak to a Licensed Counselor for help with:

- Relationships
- Family/parenting issues
- Depression and anxiety
- Substance abuse
- Stress management
- Grief and loss
- Life’s transitions
Help balancing work and life

Work/Life Specialists find local services and resources to help with:

- Balancing work and family
- Eldercare and childcare
- Occupational stress
- Time management
- Financial and legal concerns
- Relocation
Anytime, anywhere support

1. In-the-Moment Telephone Support
2. Virtual Telehealth Platform (MyHelp) - Text • Phone • Chat Video
3. Face-to-Face Sessions
Your Penn Cobalt resource

Convenient, 24/7 access to Penn’s digital platform

- Access a wide range of mental health and wellness resources
- Live groups, webinars, blogs
- Individual virtual support
- Make an appointment with a Health Advocate EAP intake Counselor

connect with support

Thursday, April 15, 2021

University of Pennsylvania Employee Assistance Program
EAP Intake Counselor from Health Advocate
No Fee

11:00am 11:30am

Penn
University of Pennsylvania

HealthAdvocate℠
Your mobile app and website

- **24/7 access** to online trainings, webinars, assessments, forms, calculators and more

- **Search and read articles** on emotional well-being, relationships, financial health, legal topics and more!

- **Financial Fitness Center**

- **Personalized Legal Center**

- **Mindfulness**
Mindfulness
Find your inner peace
The essence of mindfulness

- Being present to what is happening right now
- Knowing what you are doing, while you are doing it
- Teaching you to be alive and present, no matter the circumstances
Principles of mindfulness

Beginner’s Mind

• View everything as if it were the first time

Patience

• Toward others, ourselves, our minds and bodies
• Wait for an outcome without experiencing anxiety, tension or stress
Being present & focused is key to:

• **Being aware** of how and why you react

• **Evaluating** situations or problems, instead of responding impulsively due to past conditioning

• **Being able to control** the situation rather than have it control you

This is true freedom.
Free mindfulness apps

• Aura
• Aware Meditation
• Calm
• Headspace
• Insight Timer
• Inscape
• Omvana
• Stop, Breathe & Think
• Welzen
• Whitenoise
• Mindfulness.org
We’re all weathering the same storm. Just in a different boat.

We can help with ALL of life’s challenges
Our Promise,
Our Commitment

• A seamless member experience
• Benefits education and support
• Guidance to the right care at the right time
• Confidential help with life’s challenges
Thank You!

How to Reach Health Advocate

Telephone: 866.799.2329

Email: answers@HealthAdvocate.com

Website: HealthAdvocate.com/upenn

Hours of Operation

Normal business hours are Monday - Friday from 8 am to 10 pm, Eastern Time. Health Advocate can be accessed 24/7. Staff is available for assistance after hours and on weekends.