

Health AdvocateSM

Caring for you in all ways. Always.



Pepperdine University | March 12, 2025



Agenda

Pepperdine University
March 12, 2025

- About Health Advocate
- Program Overview

**The healthcare
system can be
challenging
to navigate**

**Health Advocate
is here to help**



**6 in 10 Americans
experienced a problem
using their health insurance
in the past year**



**7+ is the average number
of health benefit-related
vendors employees
interact with**



**Employer healthcare costs
are expected to jump from
5.4% to 8.5% in 2024**



**90% of the nation's annual
healthcare expenditures
are for people with chronic or
mental health conditions**

What makes Health Advocate different?



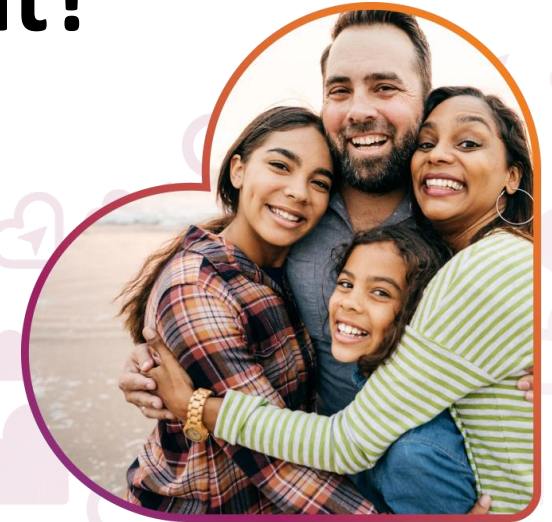
We educate, engage, and
advocate for every member,
every time



24/7 Support,
250+ Languages,
HIPAA-Compliant



Total Population Health
Approach
Help for the Whole Family/
Expanded Eligibility



Caring and
Compassionate Staff
Clinical Expertise

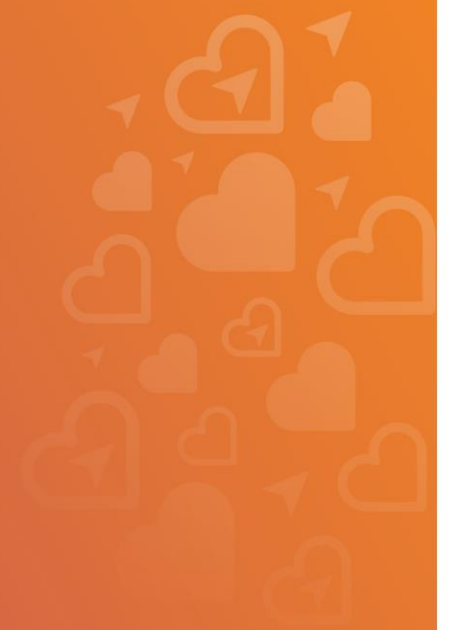


Single Point of Contact,
Benefits Navigation



In-house data
analytics

About Health Advocate



Our mission is our promise



Educate

to drive awareness



Engage

at every interaction

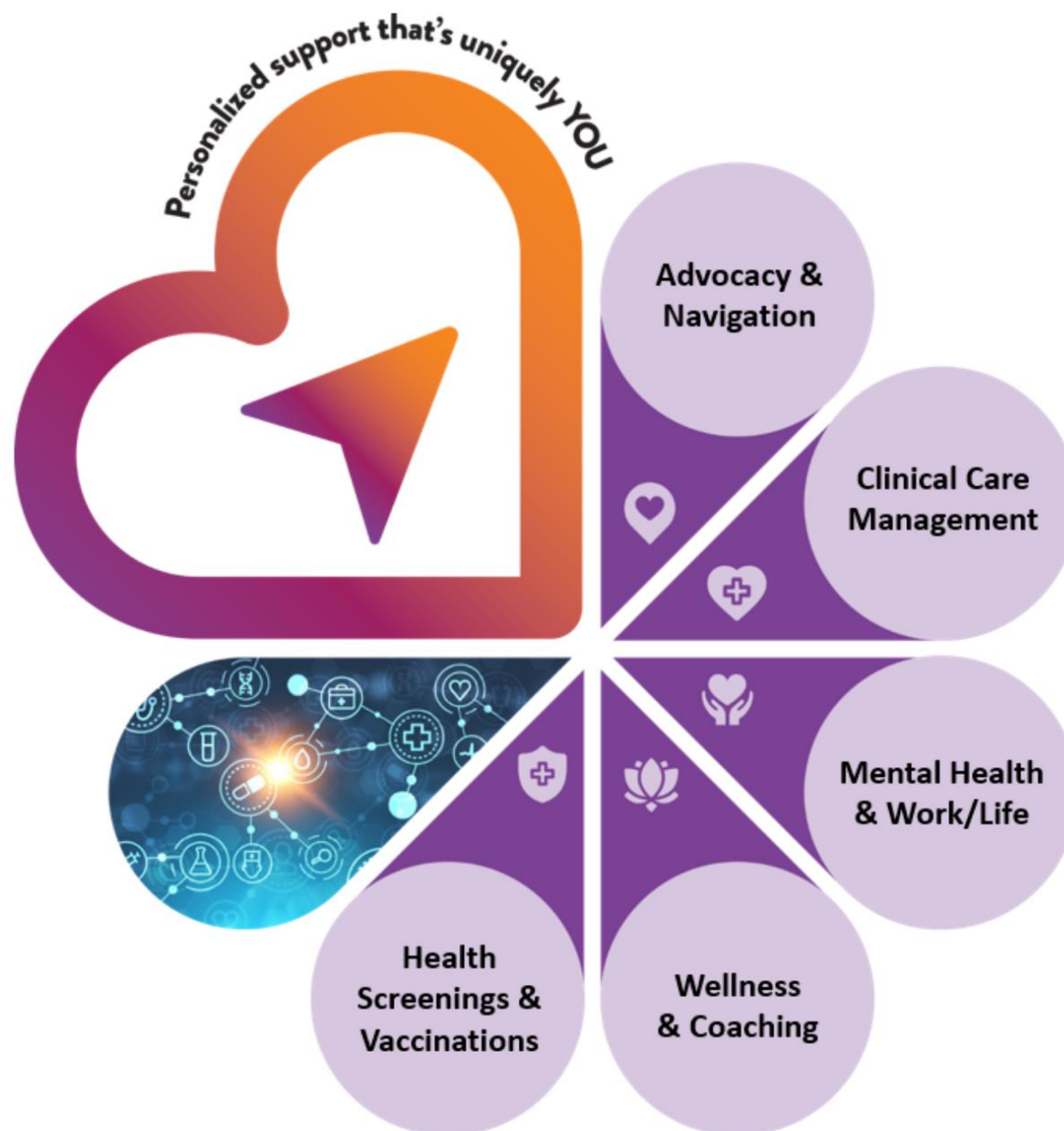


Advocate

every step of the way

A HIPAA-compliant path to better health and well-being

**Caring
for you in
all ways.
Always.**



Experts with empathy:
Clinical, benefits, claims



AI + Human Touch
Data analytics experts



**Member website
and mobile app**

A whole-person solution that helps every person, every time

Expert compassionate staff



- Benefits experts and claims specialists
- Medical Directors and Registered Nurses
- Wellness coaches
- Licensed counselors
- Case managers and social workers
- Research associates

Help for the whole family



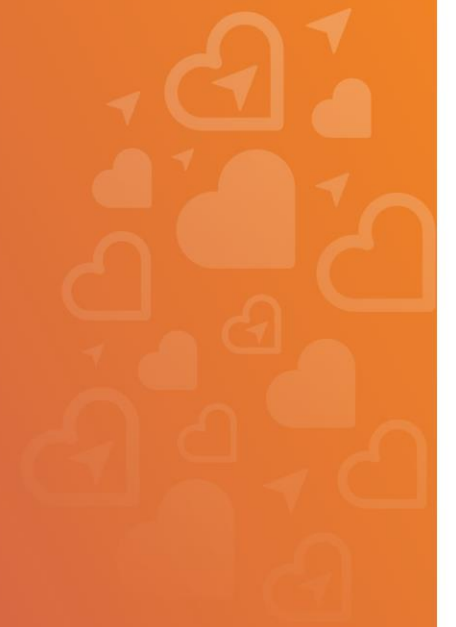
- Employees
- Spouses/partners
- Dependents
- Parents
- Parents-in-law
- Special help for seniors

Member website & mobile app



- Open a Health Advocate case
- Message our experts directly
- View personalized health alerts
- Upload and sign forms
- Watch webinars and videos

Digital Experience



Member Website & Mobile App

Secure, personalized digital health experience



Open a Health Advocate case



Get case updates and timelines



Upload & digitally sign forms



Message our experts directly



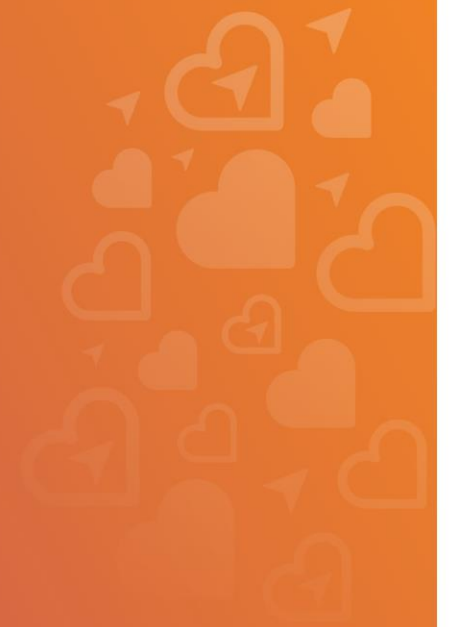
View personalized health alerts

And more!



24/7 Support • HIPAA-Compliant

Overview of programs



**GUIDE**

Health & Benefits Navigation



Personal Touch

Expert help with administrative
and clinical issues

Organizations get peace of mind
while reducing the burden on HR



Smart Tech

Interactive member website
and mobile app

Employees gain instant access
to help, which promotes utilization
of benefits

Guide people toward better health, maximize benefit utilization,
and reduce health costs



- 24/7 Support
- 250+ Languages
- HIPAA-Compliant

Support for clinical issues

Answer questions about diagnoses, conditions, treatments, and tests

Coordinate care and clinical services with treating physicians

Review treatment options grounded in evidence-based practices

Medical decision support; arrange second opinions

Help prepare for doctor visits, review results, and plan future actions

Facilitate pre-authorizations

Discuss the cost and quality of services to help make informed decisions

Coordinate with other programs: Health plans/TPAs/third-party point solutions

Caring experts guide, clarify, arrange, and provide peace of mind

Support for administrative issues

Provide support for any insurance-related questions or issues

Find the right care at the right time, including doctors and specialists

Clarify coverage and benefits

Schedule appointments and arrange the transfer of medical records

Locate community and eldercare resources

Research ways to reduce prescription and healthcare costs

Explain all parts of Medicare

Resolve healthcare, claims and medical bill issues

Provide year-round benefit support including during open enrollment

Review and negotiate medical bills

Our experts do the legwork, so everyone gets time back

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

EMPOWER



Life & Emotional Health (EAP)



Personalized 1:1 Therapy

(Self-guided,
Phone, Video,
In-Person)



Life Event Support

(Legal, Financial,
Eldercare, Childcare,
Relationship)



Management Assistance & Proactive Training



Disruptive Event Management

Mental health and work/life support that improves lives,
maximizes productivity, reduces mental health costs, and helps
organizations navigate risks



- 24/7 Support
- 250+ Languages
- HIPAA-Compliant

65K mental
wellness network
affiliates

Knox-Keene Licensed
in California



Personalized Well-Being



Expert coaching
and/or digital
experience



Strategic guidance
from a Wellness
Program Consultant



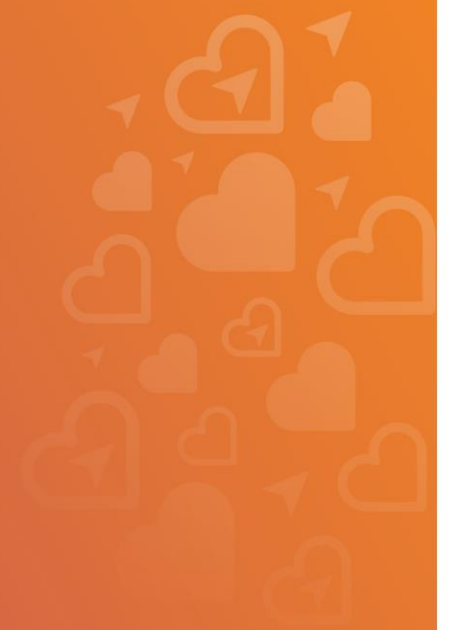
Incentive options
to boost
engagement

Inclusive and accessible well-being that promotes healthy habits, maximizes productivity, reduces absenteeism and lowers health costs

- 24/7 Support
- 250+ Languages
- HIPAA-Compliant



Thank you. Questions?



Caring for you in all ways. Always.



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A unique partnership

Personal touch – Tech-enabled

World-class service