

MyAdvocate

PERSONAL HEALTH ASSISTANT

Healthcare is complicated. Getting help doesn't have to be – thanks to MyAdvocate. *A healthcare advocacy and navigation solution that supports your peace of mind.*

MyAdvocate is a confidential *no cost* benefit available to VyStar employees that delivers personalized, compassionate support—working closely with you, your insurance carriers and your healthcare providers to navigate the complex world of healthcare.

Key areas of support

Benefits education and navigation

- ✓ Assist with covered services, in- and out-of-network providers and preauthorization's
- ✓ Encourage use of benefits, such as wellness and condition management programs
- ✓ Help with utilization and compliance of savings accounts including FSAs and HSAs
- ✓ Identify ways to reduce out-of-pocket costs, and coordinate options such as mail order prescriptions and lower-cost imaging facilities

Coordination of care

- ✓ Help with physician, dentist, facility and supplier selection
- ✓ Assist with referrals, appointment scheduling and transportation
- ✓ Identify Centers of Excellence for complex treatment needs
- ✓ Manage transfers of medical records
- ✓ Facilitate orders of medical supplies
- ✓ Estimate costs for procedures, pharmaceuticals, equipment and more
- ✓ Coordinate care such as in-home, assisted living, skilled nursing and Hospice

Billing and claims assistance

- ✓ Provide education on copays, deductibles, co-insurance and out-of-pocket maximums
- ✓ Research billing errors, claim denials, duplicate charges, application of deductible and copayments—and coordinate resolution
- ✓ Facilitate complaint, grievance and appeals processes, including collection of documentation

To get started, please complete the intake form online at [MyAdvocateServices](#) to send a message to a Personal Health Assistant or call 833-968-1775 (24/7 intake)

Once the intake form is completed an Advocate will respond within 2 business days. Your Advocate remains in communication with you until resolution.