

alight

Advocacy services



Get help.



Save time.



Be healthy.

Frequently asked questions
about advocacy services

Advocacy provides peace of mind, moral support, education, and issue resolution for employees, retirees, and their families struggling with complicated medical and benefits questions.

Want to learn more? Great! Here are the answers to some frequently asked questions we received from people like you. If you have a specific question, see if it's in the list below and click on the link to be taken directly to the answer you're looking for. Otherwise, feel free to browse and scan the FAQs at your own pace.

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Who are advocates?

Advocates are highly qualified health care experts. They've been called "my new best friend" by the people they help because they are persistent, professional, compassionate, and focused on getting to know and helping you. They're dedicated to resolving your health care challenges and ensuring you have a voice in your overall care.

When should I call advocacy services?

You should call whenever you need someone to assist you with a health care question or concern. Advocacy services can help you:

- Understand and use all of your health care benefits.
- Navigate the complexities of the health care world.
- Become educated about a diagnosis or upcoming test or procedure.
- Research and locate treatments and medications.
- Resolve health care billing and insurance claim disputes.
- Locate doctors, hospitals, and other health care providers to get the quality care with in-network providers.
- Become a more effective health care consumer.
- Navigate your Medicare questions.

How much does the service cost me?

Nothing! Advocacy is part of the benefits package provided by your employer. From start to finish, working with an advocate is free.

Why should I call advocacy services?

Sometimes we go from being healthy to being a patient and don't know where to begin. An advocate can help. They'll help you wherever you are in your health care journey.

Plus, mistakes happen. In fact, according to the American Medical Association,

commercial health insurers make processing errors on claims ... resulting in an estimated \$10 billion in wasted administrative costs per year. An advocate can help resolve your claims issue.*

Remember, there's no charge—advocacy services is free for you to use. So why wouldn't you call?

Can an advocate help me with all of my health care benefits?

Yes. Your advocate is an expert on all of your company's health care benefits. He or she can answer any questions you may have regarding your medical, dental, vision, hearing, and prescription drug plans; flexible spending accounts; health savings accounts; and much more.

Is there anything I need to do before I contact advocacy services?

Gather the necessary documents and information and have them available when you contact advocacy services to connect with an advocate. Besides that, there's nothing else you need to do!

Can my family use advocacy services, too?

Yes. Advocacy services is available to employees, and all immediate family members—including parents and parents-in-law—free of charge! Just be sure you are on the phone with your family member the first time he or she you calls.

What if my issue is urgent?

If you have an urgent issue, your advocate will start to work your issue right away and keep you updated until your issue is fully resolved.

*Although advocates work for you, they cannot guarantee the specific resolution you are seeking. Terms of the benefits and health plans will always apply.

About Alight Solutions

As the leading provider of benefits administration and cloud-based HR and financial solutions, we enhance work and life through our service, technology and data. Our 22,000 colleagues across 14 global centers deliver an unrivaled consumer experience for our clients and their people. We are Alight. Reimagining how people and organizations thrive.

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Do I need to call back to check on the status of my issue?

Not at all! Your advocate will do research on your behalf and provide you with regular updates until everything is fully resolved.

If I can't get answers, how can my advocate help?

Your advocate has a distinct advantage. He or she possesses deep health care experience, plus they are experts on your employer's specific benefits plans, billing procedures, legal requirements, and claims adjudication. Advocates also have designated contacts, which you may not have access to, for escalated issues.

How do I know my personal information is safe with advocacy services?

Advocacy services is committed to the highest standards of confidentiality. Your calls and data are guarded so that no one can access your information without permission. As an independent service provider, advocacy services even restricts employer access.

Where can I learn more?

Check out the advocacy services website at alight.com/advocacy for more information.

How can I contact advocacy services?

It's easy. Call to speak with an advocate between 7:00 a.m. and 6:00 p.m. Central time, Monday through Friday. Or visit alight.com/advocacy and click Get Help.