

Your **R_x** Advocate Can Help

Have a prescription drug question? Health Advocate Can Help.

Health Advocate can help find you the right answers

Health Advocate, a service paid for by your employer, is the nation's leading healthcare help service. Our Personal Health Advocates offer personalized help with a range of healthcare issues including assistance with prescription drug formulary and benefit questions, with:

- Providing information for renewing prescriptions
- Providing information on generic drugs
- Locating lower cost sources for prescription drugs that are not covered by the health plan
- Assisting members in obtaining mail order prescriptions
- Resolving questions between members and pharmacies regarding the amount of product requested and the amount dispensed
- Obtaining coverage for medications that require mail order
- Helping members better understand multi-tiered pharmacy benefit plans
- Preparing members to speak with their doctors about Rx issues

Health Advocate covers you, your spouse, dependent children and parents and parents-in-law.

Did you know?

From 2000 to 2006 more adult members used their prescription benefits than ever before, resulting in an annual average increase of five prescriptions per individual.

Source: *Geographic Variation in Prescription Utilization* study by pharmacy benefit manager Express Scripts

CASE STUDY:

“They worked with my doctor and health plan so I could get a newer, inexpensive diabetes medication.”

Frank called Health Advocate to help sort out a mix up with his insulin prescription. He expected the newer pen-based prefilled cartridge injection system that his physician instructed him on during his office visit. However the physician had not specified these cartridges and the pharmacy benefit management service (PBM) sent Frank traditional, more costly insulin vials, which he unsuccessfully tried to exchange. His Personal Health Advocate provided documentation from the patient's physician that he wanted pre-filled cartridges and the PBM agreed to the exchange, saving both Frank and his employer money.

Contact Health Advocate Any Time

 **Call: 1-866-695-8622**

 **Email: answers@HealthAdvocate.com**
 **Web: www.HealthAdvocate.com/members**

Our normal business hours are 8 am to 9 pm Eastern Time, Monday through Friday. After hours and during weekends, staff is available for assistance with issues that need to be addressed during non-business hours.

Independent. Confidential. Convenient.

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

