

## HEALTH CARE SUPPORT SERVICE

**For employees covered under Disability, Voluntary or Leave Management Services with The Hartford**

### GET THE SUPPORT YOU NEED TO HELP MAKE SMARTER HEALTH CARE DECISIONS

If you become disabled from an accident or are diagnosed with a critical illness, your first priority should be focusing on your treatment and recovery. What you don't need is more stress about your care options, medical benefits, co-pays and other expenses.

To help, there's ComPsych® HealthChampion<sup>1</sup> – a service provided to you as part of The Hartford's Ability Assist® EAP services.<sup>1</sup> HealthChampion helps take some of the burden off your shoulders, no matter what kind of health plan you have. Whether you have a self-funded plan, or a public or private health care exchange, the program can:

- Guide you through health care options
- Connect you with the right resources
- Advocate for timely and fair resolution of issues

**How does it work?** You have unlimited access to HealthChampion specialists who walk you through all aspects of your health care issue, helping to ensure you're fully supported through employee assistance programs and/or work-life services.

### TIMELY ANSWERS FROM TRUSTED PROFESSIONALS

HealthChampion is staffed by highly trained master's level members who assess the issues and needs, and connect you to the appropriate HealthChampion specialist. HealthChampion can then help you through a variety of administrative and clinical concerns.

(See the table on the next page for a complete list.)

### BETTER CARE, EASY ACCESS

Save yourself time and effort by accessing HealthChampion for your health needs today.



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## ADMINISTRATIVE SUPPORT

- An easy-to-understand explanation of your benefits - what's covered and what's not
- Cost estimation for covered and non-covered treatment options
- Step-by-step guidance on claims and billing issues
- Fee and payment plan negotiation
- Referral to financial resources for the under- and uninsured
- Explanation of the appeals process

## CLINICAL SUPPORT

- One-on-one review of your health concerns
- Preparation for upcoming doctor's visits, lab work, tests and surgeries
- Straightforward answers regarding diagnosis and treatment options
- Coordination with appropriate health care plan provider(s)
- Referral to community resources and applicable support groups



## MAKING RECOVERY SIMPLER<sup>2</sup>

Michael suffered a mild heart attack and was later diagnosed with coronary artery disease and high blood pressure.

After being discharged from the hospital, he felt overwhelmed with unfamiliar information and a multitude of instructions. Concerned about the recovery process, Michael called ComPsych® HealthChampion and spoke with an RN specialist who explained how these disease processes develop. She also provided more information on his new prescriptions and necessary changes to his lifestyle.

Since Michael had been unable to work during his recovery, he became concerned with his finances when some of his therapy and follow-ups required a portion of payment upfront.

The HealthChampion claims and benefits advocacy specialist informed Michael's doctors of his tight financial situation and they agreed to provide services without collecting any prepayment. The HealthChampion team was there for Michael with information and help with administration, so he was able to focus his time on recovering and taking control of his health.

## EXTRAS THAT SUPPORT AND ASSIST

Best of all, you can access help 24 hours a day, seven days a week via a toll-free line: **800-96-HELPS (800-964-3577)** so you'll have assistance when you need it.<sup>3</sup>



(Snap a photo with a mobile device to capture information above.)

Check with your benefits manager for more information on HealthChampion.



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Home

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<sup>1</sup> ComPsych AND HealthChampion<sup>SM</sup> are registered trademarks of ComPsych Corporation.

<sup>2</sup> This case study is fictional. It is intended for illustrative purposes only.

<sup>3</sup> HealthChampion<sup>SM</sup> specialists are only available during business hours. Inquiries outside of this timeframe can either request a call-back the next day or schedule an appointment.