Frequently Asked Questions (FAQs) About Advocacy Services

Your employees come to you with questions. When you’re asked about Advocacy Services, use this as a reference guide to help find answers. Note: The following FAQs can be shared with employees.

1. Who are Aon Hewitt Advocates?
   Aon Hewitt Advocates are highly-qualified individuals who average more than 18 years of benefits industry experience. They have been called “guardian angels” because they are persistent, professionally experienced, compassionate, and focused on helping you! They are dedicated to resolving your benefits challenges and ensuring you have a voice and helping hand.

2. When should I call Advocacy Services?
   Advocacy Services provides a number of ways to help you:
   • Understand and use all of your benefits, from health care to retirement.
   • Decide the best course of action when you have a question or concern.
   • Resolve health care billing and insurance claim disputes.
   • Locate doctors, hospitals, and other health care providers.
   • Be an informed, effective health care consumer.
   • Navigate your Medicare questions.

3. Why should I call Advocacy Services?
   Mistakes happen. In fact, according to the American Medical Association, commercial health insurers make processing errors on claims resulting in an estimated $7 billion per year in wasted administrative costs.
   
   In addition, our Advocates determine that 70% of submitted issues require some form of correction.* Plus, there’s no charge—Advocacy Services is free for you to use.

*Advocacy Services does not guarantee the specific resolution you are seeking.
Terms of the benefits and health plans will always apply.
4. Can an Advocate help me with all of my benefits, even retirement?
   Yes. Your Advocate is an expert on all of your company’s benefits plans and can answer any questions you may have regarding your medical, dental, vision, hearing, and prescription drug plans; flexible spending accounts; disability plan; and much more.

5. Is there anything I need to do before I contact Advocacy Services?
   Be sure to have all the necessary documents and information ready when you contact Advocacy Services to initiate the review process. There is nothing else you need to do.

6. Can my family use Advocacy Services, too?
   Yes. Advocacy Services is available to employees, retirees and all immediate family members—including parents and parents-in-law—free of charge.

7. How long will it take to resolve a billing or benefits claim dispute?
   What if my issue is urgent?
   The amount of time it takes to resolve an issue varies. Advocates work hard on your behalf and many issues can be resolved within five business days.
   If you have an urgent issue, carefully explain the situation when you contact Advocacy Services. Your Advocate will attempt to resolve your urgent issue within 24 hours. And, if your Advocate needs more time to completely resolve the issue, he or she will contact you with regular status updates.

8. Do I need to call back to check on the status of my issue?
   Your advocate will research your issue on your behalf and provide you with regular updates until it’s fully resolved.

9. If I can’t get answers, how will my Advocate?
   Your Advocate has an advantage. Only individuals who possess deep health care and retirement experience, advanced problem-solving skills and have demonstrated a commitment to excellent customer service are selected as Advocates. They are experts on your company’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.
10. How much does the service cost me?
   It doesn’t cost you anything. Advocacy Services is part of the benefits package provided by your employer. Even the call to talk to an Advocate is free.

11. 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 party, Advocacy Services even restricts employer access.

12. Where can I learn more?
   Check out the Advocacy Services website for more information and to read testimonials about how Advocates helped save others time and money.

Contact Advocacy Services

1-866-537-3681

It’s easy. Call to speak to an Advocate between 7:00 a.m. and 6:00 p.m. Central time, Monday through Friday.

Or go to www.aonhewittadvocacy.com and click Get Help.

You can also reach an Advocate through your company’s benefit center.