Advocacy Services Provides Peace of Mind

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

Advocates are real people who can make a real difference in your life. Advocates can help you overcome difficult medical and benefits issues so you have time to focus on recovery and healthy living. They work with your insurance provider, physicians, and whomever it takes to reach the quickest possible resolution.

But they’re more than just problem-solvers—our Advocates are counselors and educators who teach you how to get the most out of your benefits. They have been called “guardian angels” because they are persistent, professionally experienced, compassionate, and focused on helping you! Our Advocates are dedicated to resolving your benefits challenges and ensuring you have a voice and a helping hand.

Get the Help You Need

Contact Advocacy Services when you need help to:

• 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.
• Become a more informed, effective health care consumer.
• Navigate your Medicare questions.

Care My Family Deserves

“We were told that our daughter was terminally ill. We were in a strange place with no family around, trying to make sense of everything, while being harassed by the insurance company about claims and having their collection department threaten to cancel our insurance. Then, I called Lisa and she knew a way to avoid some of the ‘red tape.’ This gave us more time to concentrate on the truly important matters in our life.

I want to say thank you so very much for helping us. It gave our family critical time to spend together.”

—Michael
Aon Hewitt Advocates research health care and retirement questions. Have you ever wanted to know if:

- A procedure should have been covered at a higher percentage?
- Your provider billed a procedure correctly?
- The bill you received is truly your responsibility?
- You’re making the most of your benefit dollars?

If you haven’t received satisfactory answers to these or similar questions, an Advocate is waiting to help you!

**What Advocates Do for You**

Aon Hewitt Advocates solve problems. They average more than 18 years of benefits industry experience, and put that expertise to work for you. They possess the health care expertise necessary to resolve the most challenging situations.* To name a few, our expert Advocates have:

- Secured critical therapy for an expectant mother whose baby’s life was at stake.
- Obtained a prescription on an emergency basis.
- Assisted in locating a cost effective provider for a procedure.
- Partnered with health plans to overturn coverage denials for life-changing treatments.

Your Advocate will ensure your issue is handled fairly, promptly, and with your well-being in mind.

In addition, **Advocates are experts on your company’s resources.** If you need to talk with someone about life’s challenges—such as managing a health condition, coping with stress, or overcoming substance abuse—your Advocate will help you.

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*Advocacy Services does not guarantee the specific resolution you are seeking. Terms of the benefits and health plans will always apply.

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**Real Help for Real People**

“It amazed me how little information I would give [Tom] and what he could deduce from that information. He never complained. He called me back when he said he would. He was always so nice and he explained things on my level so I understood them...

One day I was so upset over my insurance problems that when I was talking to him I just lost it and started crying. He was great. He calmed me down and reassured me that it would get straightened out.

He was right. They did get it straightened out. Because of him.”

——Cynthia
How You Benefit

Through your company’s sponsorship, your call to Advocacy Services is totally free. In addition, the help your Advocate provides allows you to:

- **Get back to what matters.** The average issue takes an experienced Advocate more than four hours to resolve. That’s time you can use.
- **Be free of headaches.** Your Advocate works directly with your health plans, providers, and other parties until your issue is resolved. No more runaround for you.
- **Be confident you’re getting the right answers.** On average, Advocates determine that 70% of issues submitted require correction.

How It Works

Once you and your Advocate have discussed your particular issue, your Advocate will take it from there. Your Advocate will contact you with agreed-upon status updates until your issue has been resolved. Your Advocate will attempt to resolve your issue within five 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.

Your Advocate is just that—your Advocate! You can continue to work with the same, trusted Advocate if other issues arise.

Be sure to contact Advocacy Services to get the real help you need so you can return to taking care of the more important things in your life.

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.
How can I get help through Advocacy Services?

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Advocacy Services
Real People. Real Help.

Have a billing or insurance claim issue?
Need an expert to talk about your benefits?
Contact an Advocate who will get you real help—and make a real difference.