



Health Advocacy Service

Health Advocacy Services that are available to you at NO COST

We understand that navigating the healthcare system can be a challenge, which is why Hancock Whitney offers this unique level of personalized support at no cost to you through Health Advocate.

Health Advocate provides personal health care support to you and your family members 24/7 through their professional advocates.

Below are some of the services available!

| Navigation/Concierge Services |
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| Enrollment Decision Support (assistance in choosing a health plan) |
| Benefit Insurance Education to Help You Understand and Optimize Your Coverage |
| Assistance in Finding In-Network Providers |
| Appointment Scheduling |
| Facilitate Transfer of Medical Records, X-rays and Lab Results |
| Ongoing Claim Assistance |
| Review and Resolution of Explanation of Benefits and Bills |
| Resolve Eligibility Problems, Benefit and Claims Denials |
| Medicare Education and Assistance |
| Rx Assistance (i.e. finding, right drug - formulary alternatives) |
| Caregiver Support |
| Eldercare Resources - Locate Adult Day Care, Rehabilitation Services and Home Health Aids |
| Research Transportation Options |
| Clinical Services |
| Locate Providers by Condition/Procedure |
| Explain Treatments and Procedures |
| Support for Medical Issues or Difficult Diagnoses |
| Second Opinion Support |
| Coordination of Care |
| Assistance with Non-Healthcare Benefits (Medicare, Rx, Dental, Vision, HSA, HRA, Life, Disability, etc.) |
| Benefits Services |
| Telephonic & Online Pre-and Post-65 Enrollment Support *Health Advocate does not enroll members in any plan. |
| COBRA & Off-Boarding Options, Including COBRA Medicare Eligibility Rules |
| Medicare, Medicaid and Employer Group Health Plan Consulting |
| Annual Enrollment Assistance |
| Individual Marketplace Assistance |
| TRICARE and VA Support |
| Social Security Planning & Disability Assistance |