

Effective December 1, 2006 all members, and their families, have access to a unique new service offered by Health Advocate. This service is available to you, your spouse, your dependents, parents and in-laws regardless of whether or not they are covered by the Local 28 plan of benefits.

Health Advocate is an independent company that is made up of professional individuals such as nurses, doctors, psychologists, etc. These professionals are now available to our members and families to help you navigate the healthcare system. Health Advocate is designed to help handle healthcare and insurance related issues by cutting through the red tape and barriers that can create frustration and problems. Please read the brochure provided for all the details of this service and how it might be of use to you or to learn more, please visit [www.HealthAdvocate.com/smwialu28](http://www.HealthAdvocate.com/smwialu28) .

Health Advocate does not replace the customer service line of our health plan, nor is it a nurse hot-line for emergencies. It is an organization of qualified individuals who will use their expertise in the health field and knowledge of providers across the country. It is a service to obtain confidential, unbiased, objective information and to help you make choices concerning your health situation. Too many times patients are uncertain that they are getting all of the information or the correct information. Health Advocate is here to remove that uncertainty for our members and their families.

Some examples of the reasons to call Health Advocate are:

- 1) To identify and make appointments to see the best physician or hospital for an illness.
- 2) For help understanding an illness when you have been unable to get the time you're your provider to ask all your questions.
- 3) For help with insurance claims and billing issues.
- 4) For help with medical issues and healthcare needs that your parents or in-laws have (they are also eligible for the service).
- 5) Assistance with understanding any issues with your prescription drugs.

Health Advocate does not deliver medical care nor do they tell the members what to do. Instead they help you make more informed decisions about your healthcare. A Health Advocate nurse will answer your questions, do the research, provide you the options and follow up with you. There are no enrollment forms; you simply call Health Advocate at 1-866-695-8622. When you call Health Advocate and require service, they will ask you to complete a Medical Information Release Form. Please be assured that all of your information will be kept strictly confidential by Health Advocate and your privacy will be protected.

Our decision to offer Health Advocate clearly relates to our interest in making certain that our members have the best possible healthcare. We believe that you and your family will greatly benefit from this valuable service.