

Healthcare Help

Welcome to your Health Advocate Benefit

Health Advocate provides experts to help students and their dependents get the right answers to resolve healthcare and insurance-related issues, quickly and dependably. There is no additional fee to use this service.

What is Healthcare Help?

Healthcare Help provides personalized assistance to help you and your family navigate the complexities of the healthcare system.

When is it available?

You can access the program 24/7. Business hours are Monday-Friday, between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

What does it do?

A Personal Health Advocate can help you with a full range of healthcare and insurance-related issues to save you time, money and worry.

How does it work?

If you have a healthcare or insurance-related issue, call our toll-free number. You'll be assigned a Personal Health Advocate, who works with you one-on-one to find solutions to time-consuming issues, such as sorting out billing concerns, finding qualified doctors, transferring medical records, and more.

Who can use it?

Health Advocate is available to University of New England students and their dependents. If you have a question about who is covered for services, simply call us.

What about confidentiality?

Personally identifiable information relative to your discussions with a Personal Health Advocate will not be revealed to anyone without your specific written permission or as otherwise permitted by law. Your contact with Health Advocate is strictly confidential and is covered under the Federal Privacy Act of 1988.

Independent. Confidential. Convenient.

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

We can help:

- Find the right doctors, hospitals
- Schedule tests, appointments
- Secure second opinions
- Untangle claims
- Correct billing errors
- Navigate your insurance plan
- Explain conditions, treatments
- Help you make informed decisions



Just call. **866.695.8622**

