



Granite HealthPro

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Program Benefits & Pricing for Health Advocate – Your Personal Health Concierge

Summary

- Health Advocate is an on-demand concierge service for employees
- The service is able to:
 - provide physician recommendations
 - schedule appointments
 - estimate costs for procedures
 - clarify benefits coverage
 - resolve insurance claim concerns (regarding billing or payment)
 - assist in arranging elder care services
 - lower out-of-pocket medical bills not covered by insurance
 - facilitate communication with providers regarding disability claims

How It Works

- Health Advocate is able to act as the employee's liaison in the health care system and has access to the employee's benefits information
- Instead of going to the HR administrator, broker, or directly to the carrier, employees can turn to the Health Advocate for anything health care-related
- Available via the mobile app, phone, or email from 8am–9pm EST
- Staff is also available for assistance outside of business hours
- If your firm already has an existing relationship with Health Advocate, we can streamline that with our app (speak with your Account Manager to learn how)
- Employers can see who is using the Health Advocate Service along with a usage log, which includes the employee and type of requests they made through the mobile app, by phone, or by email to the concierge





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Employee Experience

- Employees access Health Advocate from the convenience of their smartphone, within the Maxwell Health mobile app, or by phone/email
- To request help from the service, they choose from a predefined list of options or can even snap a photo of a confusing claim or bill to send to Health Advocate

Key Benefits

- Greatly reduces workload that comes along with benefits questions for the HR administrator and/or the Maxwell partner
- Employees are able to manage all health-related appointments or tasks in one place, and can take ownership of their own health from the convenience of their smartphone, whenever they want
- Health Advocate's Medical Bill Saver service gives employees access to skilled negotiators who can help lower out-of-pocket costs on medical bills not covered by insurance, helping them save hundreds to thousands of dollars

Pricing

- Health Advocate is \$2.25 per employee per month (PEPM) and can be paid by the partner, by the employer group, or both.
- The pricing includes all medical participants in a group by default (it is not an opt-in service).
- There is no minimum contract length with Health Advocate; you are able to add or remove groups from the service once a month.
- Please note that if your firm handles some of these tasks on your own and would like to continue doing so, Maxwell is happy to customize exactly which question types get routed to whom within the portal and mobile app. In that case, there will be a service charge of \$0.50 PEPM.

Contact

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