

Benefits help is on its way!

You needn't swim alone. Aon Hewitt offers you a free service that will help you and your family navigate complicated health care and benefits issues. The service is aptly called Advocacy and it is a toll-free phone call away.

Advocates are on hand to help you:

- Understand and access all your available benefits—medical, pharmaceutical, dental, vision, and mental health
- Resolve your health care billing and insurance claim disputes
- Explain your benefits paperwork
- Help you obtain medication or treatment
- Locate doctors and hospitals
- Explain additional coverage options such as Medicare
- Answer any questions you have about company-provided benefits

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

Advocates are available Monday through Friday 7:00 a.m. til 6:00 p.m. Central time. After 6:00 p.m. and before 7:00 a.m. a live representative will be on hand to start new cases or enhance existing case knowledge.

How It Works

If you have an issue with your health care or benefits that you have been unable to resolve on your own, follow these easy steps:

- **Call.** You can reach an Advocate through your benefits center or by calling Advocacy Services directly at 1-866-279-0495.
- **Relax.** Your Advocate will stay in contact with you until your issue is resolved.
Advocates attempt to resolve urgent issues within 24 hours and non-urgent issues within five days.

Your Advocate is just that—Your Advocate—a benefits expert available to help you, compliments of your company.



Need help with health care?

Advocacy Services
1-866-279-0495

Expert advice offered at no cost to you.