

# 2022 Health Advocate, Teladoc Medical Experts and MSK Direct Programs Overview

Replay Link <https://onlinexperiences.com/Launch/QReg/ShowUUID=29D850A3-BECE-431D-BDB2-4C75E6A083B1>

October 7, 2021



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# We Make Healthcare Easier

Presented by Leslie Miller, Sr. Account Executive  
October 7, 2021

**HealthAdvocate<sup>SM</sup>**



## Health Advocate Agenda

- Overview
- How does the Health Advocate service work?
- How the Health Advocate service helps
- How to access Health Advocate



# Welcome to Health Advocate

## Your Health Advocate service provides:

- **Hands-on support** for a variety of health and well-being issues, including COVID-19
- Compassionate, confidential help **available 24/7**
- **Unlimited access** for Marsh McLennan colleagues and eligible family members
- **Interactive mobile app** and website
- **Provided by Marsh McLennan** at no cost to you!

**Pick up the phone and call with any healthcare issue and we will get you the help you need!**



## Health Advocate helps the whole family

- Colleagues
- Spouses/Domestic Partners
- Children
- Parents
- Parents-in-law

**Plus, special  
help for seniors**

Medicare  
Parts A, B, D,  
Supplemental  
Plans

# Important Notes About Our Service



**Health Advocate does not replace health insurance**



**Health Advocate does not provide medical care or recommended treatment**

## Private and Confidential



**We protect your privacy**



**All health information is kept strictly confidential**



**We fully comply with the federal Health Insurance Portability and Accountability Act (HIPAA)**

# Medical Authorization Release Form

- **Authorizes Health Advocate to interact with doctors, other providers and insurance companies on your behalf**
- **One-page form can be downloaded from member website or app, or emailed, mailed or faxed to you to complete and return**
- **Secure electronic signature service also available**
- **Ensures complete confidentiality and privacy**

**HealthAdvocate**

**Mail or Fax this form to:**  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19462  
Fax: 610.941.4200

**Authorization for Use and Disclosure of Protected Health Information**

**Description of PHI to be Released to Health Advocate:** I hereby authorize my health plan(s), my healthcare providers and their applicable business associates to disclose the following Protected Health Information ("PHI") pertaining to me: enrollment, claims, payment and managed care information to Health Advocate, Inc. for the purpose of assisting me in my effort to obtain healthcare services and/or approval or payment for healthcare services.

**My authorization includes the release of the following, please check those you wish to include, if any:**

- Diagnosis and/or treatment for alcoholism and/or drug abuse or dependency
- Diagnosis and/or treatment regarding mental health issues
- HIV antibody test results and/or diagnosis and treatment
- Genetic test results and/or related treatment

**Identification of Person Authorizing Release:** (Please complete all items.)

**Name of Member/Participant:** \_\_\_\_\_  
Last First MI

**SSN:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_ **Relationship to Subscriber:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
Street ( Apt. #) City State Zip

**Subscriber Name:** \_\_\_\_\_

**Subscriber's Sponsor Name** (e.g., Employer, Health & Welfare Fund): \_\_\_\_\_

**Health Insurance Carrier 1:** \_\_\_\_\_  
**Coverage Type:**  
 HMO  POS  PPO  Indemnity  Medicare  
**ID#:** \_\_\_\_\_

**Health Insurance Carrier 2:** \_\_\_\_\_  
**Coverage Type:**  
 HMO  POS  PPO  Indemnity  Medicare  
**ID#:** \_\_\_\_\_

Unless otherwise revoked, this authorization will commence on the date indicated below and will expire on the following date, event or circumstance: \_\_\_\_\_ If I fail to specify, this authorization will expire in twelve months from the date of my signature.

- I understand that information used or disclosed based on this authorization may be subject to re-disclosure by the recipient and may no longer be protected by federal privacy regulations.
- I understand that I may revoke this authorization at any time by giving written notice of my revocation to Health Advocate's Privacy Officer at the above address. I understand that revocation of this authorization will not affect any action Health Advocate or other parties took in reliance on this authorization before it received my written notice of revocation.
- I understand that Health Advocate provides administrative and informational services only and does not provide health insurance or medical services nor does it recommend treatment. Consequently, independent healthcare practitioners, who are not employees or agents of Health Advocate, will provide all my medical services.

You are not required to authorize Health Advocate to have access to your "PHI" and the provision of treatment, payment, enrollment or eligibility for benefits does not depend on whether you sign this authorization. You should keep a signed copy of this authorization for your records, however, a copy of this signed authorization will be provided upon your request.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Personal Representative (include a description of such authority to act for the member)



## How does the Health Advocate service work?



**It's easy.** When you have an issue, just call the toll-free number: **866.799.2488**



You will be assigned to a Personal Health Advocate.



Your Personal Health Advocate works with you until your issue is resolved.



# Who are our Personal Health Advocates?

**Registered Nurses** with experience in clinical care, case management, nursing education, supervision and administration

**Benefits experts** with experience in claims management and provider group administration

**Trained clinical professionals** including social workers, behavior change counselors, nutritionists, dietitians, dental care and pharmacy

**Full-time medical directors**



# Your Personal Health Advocate can help in the following ways



Coordinate care with your providers



Research and arrange second opinions



Provide support for medical conditions



Help with paperwork issues like billing, claims and more



Help you find doctors and services



Provide special help for parents and parents-in-law



## Coordinate care with your providers

- **Coordinate services and facilitate communication** with treating physicians/health plans
- **Coordinate care and services** during and after a hospital stay and when your care is transitioned to other providers
- **Locate specialized services** including eldercare and care for children with special needs
- **Provide end-to-end support** through all phases of care
- **Facilitate any necessary referrals** or authorizations



## Support for medical conditions

- **Answer questions about diagnoses,** medical conditions, treatments and tests
- **Review treatment** options based on current literature and evidence-based practices
- **Help you develop questions** to ask your care team
- **Provide information** to help you make the right decisions about your care





## Help you find doctors

- **Research and identify** leading in-network providers
- **Check sanctions or licensing issues;** verify board certification(s)
- **Assess experience, confirm network status** and if accepting new patients
- **Schedule appointments,** transfer medical records
- **Research transportation**





## Arrange second opinions

- **Perform detailed clinical intake** to assess your needs and preferences
- **Research to identify top experts** and Centers of Excellence nationwide
- **Answer questions about diagnosis, treatments and available support systems**
- **Arrange for the transfer of medical records**
- **Schedule** face-to-face appointments
- **Follow up** to see how the second opinion went and if there are any other ways we can help



## Help with confusing and time-consuming paperwork issues

- **Examine medical bills** and claims for accuracy
- **Explain coverage** and coordinate benefits
- **Facilitate any necessary pre-authorizations** for care, medical equipment, medications
- **Review medical bills** to identify and correct duplicate or erroneous charges
- **Research ways to reduce** prescription drug and other costs
- **Negotiate** payment arrangements



## Special Help for Parents, Parents-In-Law, Retirees and Pre-Medicare Retirees

- **Assist retirees** transitioning to private coverage or Medicare
- **Clarify** all parts of Medicare, including Parts A, B, C and D
- **Educate about Medicare Advantage** and supplemental plans
- **Locate plans**, explain the differences between them and help weigh options
- **Locate eldercare services** and community resources that fall outside traditional coverage
- **Research private coverage** and public exchanges
- **Facilitate care management** interventions



# Connect with Health Advocate

## Anytime, Anywhere

# Interactive Website and Mobile App

- See, learn and interact in real time with all of your Health Advocate programs
- Instantly upload documents and forms
- Access online tools and resources
- View the status of a case in real time
- Choose methods of communications that are right for you
- 24/7 personal support is just a call or click away

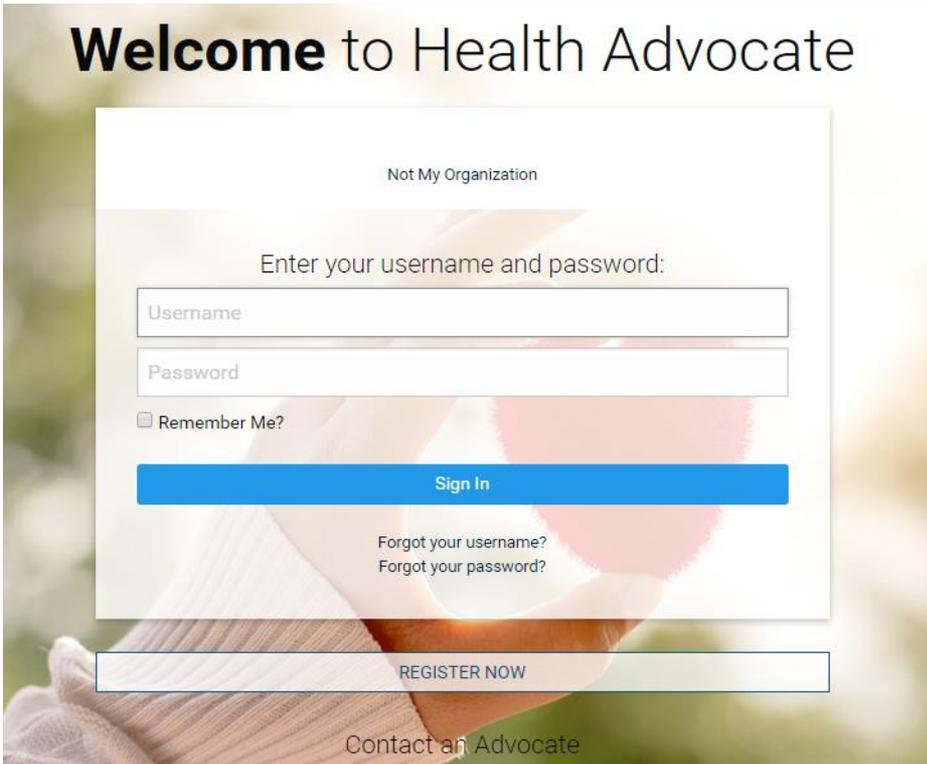
[HealthAdvocate.com/members](https://HealthAdvocate.com/members)



# How to Register

- Go to HealthAdvocate.com/members to register and log in to the Health Advocate member website
- Choose “Marsh McLennan” from the drop down menu
- First time users will create your own unique user name and password

First Time  
Users 



**Welcome** to Health Advocate

Not My Organization

Enter your username and password:

Username

Password

Remember Me?

**Sign In**

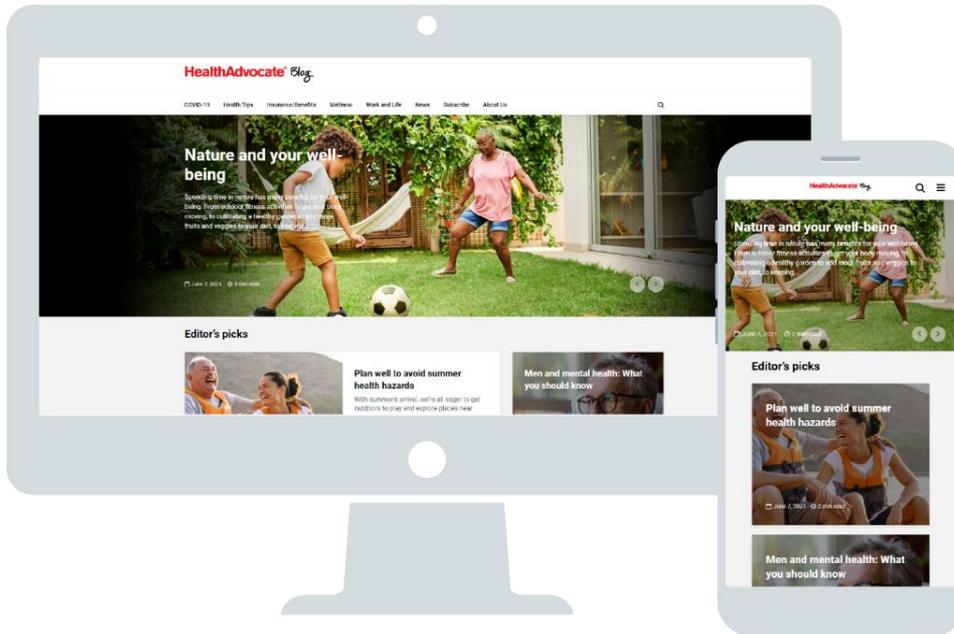
[Forgot your username?](#)  
[Forgot your password?](#)

**REGISTER NOW**

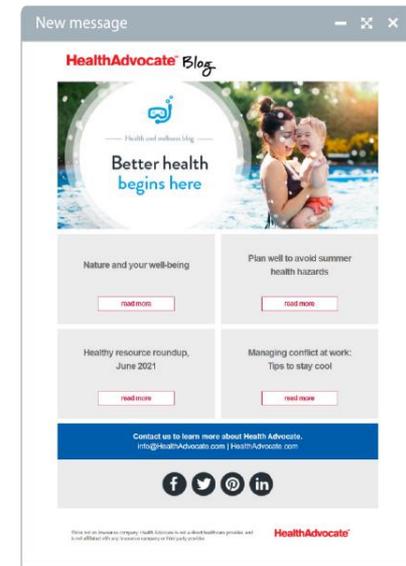
[Contact an Advocate](#)

# Visit the blog!

A robust collection of timely articles viewable on desktop and mobile devices.



Go to:  
[Blog.HealthAdvocate.com](https://Blog.HealthAdvocate.com)



Plus, you can subscribe  
to receive monthly emails!



# How to Reach Health Advocate

Telephone: 866.799.2488

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)

Website: [HealthAdvocate.com/members](https://HealthAdvocate.com/members)

## Hours of Operation

Normal business hours are Monday - Friday from 8 am to 10 pm, Eastern Time. Health Advocate can be accessed 24/7. Staff is available for assistance after hours and on weekends.



Teladoc™  
HEALTH

## Teladoc Medical Experts

Dominique Maxey  
Senior Client Executive  
October 7, 2021

# Agenda

- Overview of Teladoc Medical Experts Services Offered
- Review the Member Experience
- Review Eligibility and Access
- Questions



# The burden of concern & benefit of resolution

Names of in-network providers without the expense of research or guessing

Mental help guidance, especially in moments when thinking is hard/cloudy

Support from top experts when questions linger



An in-depth review from leading experts when diagnosis and treatments can be overwhelming

Immediate clinical support when it matters most

Peace of mind about treatment plans when you aren't sure what your options really entail

# How it works

Physicians available every step of the way to lead Members to resolution



## Initiate

member initiates by web, app, phone, or gets referred by clinical partner



## Speak with a physician

A physician triages the member's concerns and identifies the clinically appropriate service(s)



## Resolution

The physician can also navigate the member to outside care, as well as coordinate with treating physicians, giving the member peace of mind and confidence in their care

# How Expert Medical Services works



>

The member initiates through app, web, or phone. They are connected to a clinical team member who takes their basic information.



>

The physician contacts the member at a preferred time to discuss their concerns and medical history and to guide them throughout the process.



>

Relevant medical records are collected, images are reread, and applicable pathology is retested.



>

A specialty-matched medical professional conducts an in-depth review.



>

The physician complies the expert report for the member.



>

The physician reviews the report with the member, answers any remaining Questions, and makes referrals to other benefit partners.

## Behavioral Health Navigator

- Program ideal for those who are struggling with a mental health issue and are looking for an assessment and/or navigation to ongoing support
- Psychologists and psychiatrists review and often modify the diagnosis and treatment plans made by PCPs or other practitioners and deliver an action plan for the member to follow
- The Navigator provides collaborative ongoing directional support to assist the member with their action plan and journey through the complex mental health system so members quickly return to wellness

# Commonly Asked Questions

## **Do Teladoc Medical Experts' services cost me anything?**

No. Teladoc Medical Experts is a Marsh McLennan benefit provided at no cost to you, and is available to all eligible employees and their eligible dependents.

## **How does Teladoc Medical Experts work with my doctor?**

We only share our findings with you. If you would like us to share our Expert Report with your treating physician, we are happy to do so with your permission.

## **Do I have to follow Teladoc Medical Experts recommendations?**

No. The information you receive from Teladoc Medical Experts is intended to help you make informed decisions regarding your diagnosis or treatment plan. You and your treating physician remain in full control of your next step(s).

## **What types of medical conditions qualify?**

Teladoc Medical Experts provides services for a wide range of medical conditions from everything from back pain and sports injuries to chronic diseases and life-threatening illnesses.

## **Who collects my medical records if they are needed?**

Teladoc Medical Experts can collect all of your relevant medical records, including test results, imaging studies (X-rays, MRIs, etc.) and any other necessary information.

## **What about my privacy?**

Teladoc Medical Experts complies with all relevant state, national and international laws and regulations, including the U.S. Health Insurance Portability and Accountability Act (HIPAA) of 1996.

## **Who are the doctors Teladoc Medical Experts uses?**

The Teladoc Medical Experts in America® database includes the world's top medical specialists. They are selected by other doctors through a comprehensive, Gallup®-certified review process—they are the doctors other doctors trust most.

## **Do I need to travel to see the Teladoc Medical Experts expert?**

No. All communication with Teladoc Medical Experts is done over the phone or the internet. There is no need for additional travel or doctor appointments unless the expert's recommendation is to undergo an additional test.

## How to start services:

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**Eligibility:** All benefits eligible employees and eligible family members, including parents and parents-in-law.

**Phone:** 1-800-Teladoc (835-2362)

**Learn More :** Download the app 

**Members :** [teladoc.com/medicalexperts](https://teladoc.com/medicalexperts)

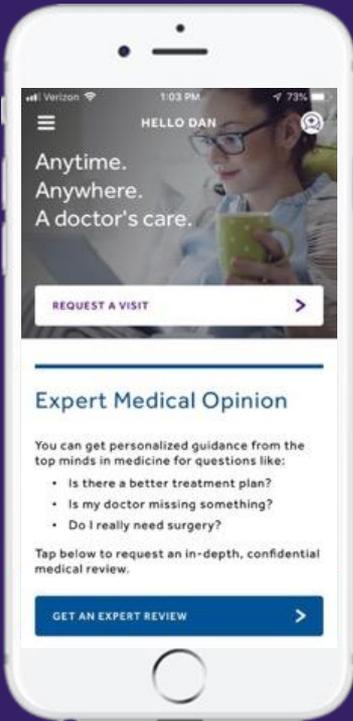


# How to start services using the mobile app:

An easy entry point for every concern—making all the difference for members.

Once the app is downloaded, you will be prompted to create an account just like you would do with any other app.

Once your account is created, you will be able to initiate services.



Mental health navigation

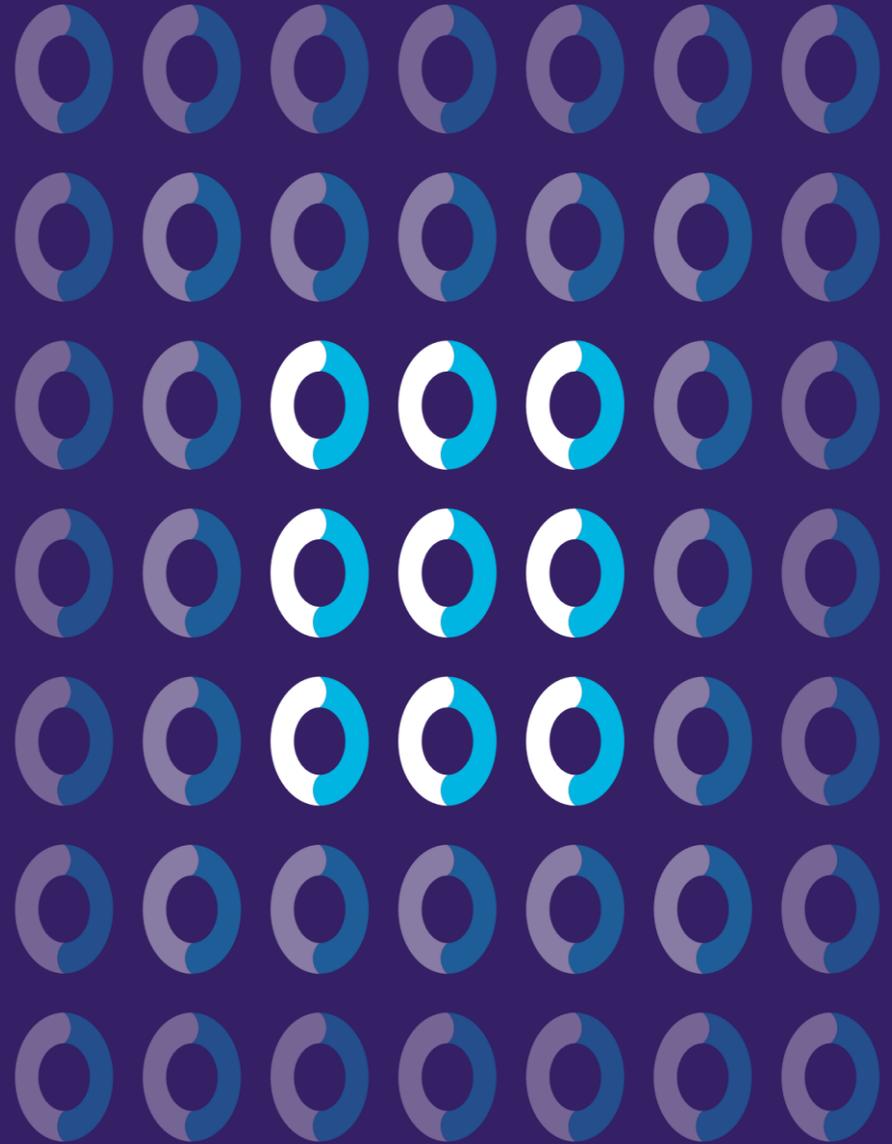
Expert advice

Surgery support

Find a doctor

Diagnosis and treatment review

Critical case support



Q&A

# MSK Direct

Presented by:  
Samantha Miller  
Partner Engagement Manager

October 7, 2021



Memorial Sloan Kettering  
Cancer Center



## Agenda:

- Introduction to MSK
- MSK Direct:
  - Overview
  - Patient Support Services
  - Program Details
- Q&A

## Introduction to MSK

# The MSK Difference

From prevention and screenings to cancer care and survivorship, you can count on MSK for personalized support and guidance every step of the way.

### Our Story:

World's oldest and largest private cancer center\* which has devoted more than 135 years to exceptional patient care, education, and innovative research

### Our Approach:

MSK solely focuses on cancer, combining subspecialized expertise with cutting-edge research to effectively treat the most important type of cancer: **yours**

### Our Reputation:

Recognized as #1 in the Northeast and one of the top two cancer hospitals in the nation for more than 30 years, according to U.S. News & World Report

\*MSK has locations in New York City, throughout New York State and New Jersey and is available remotely anywhere in the US.



Ranked one of the top two cancer hospitals for 31 years running

### Other key memberships and recognition

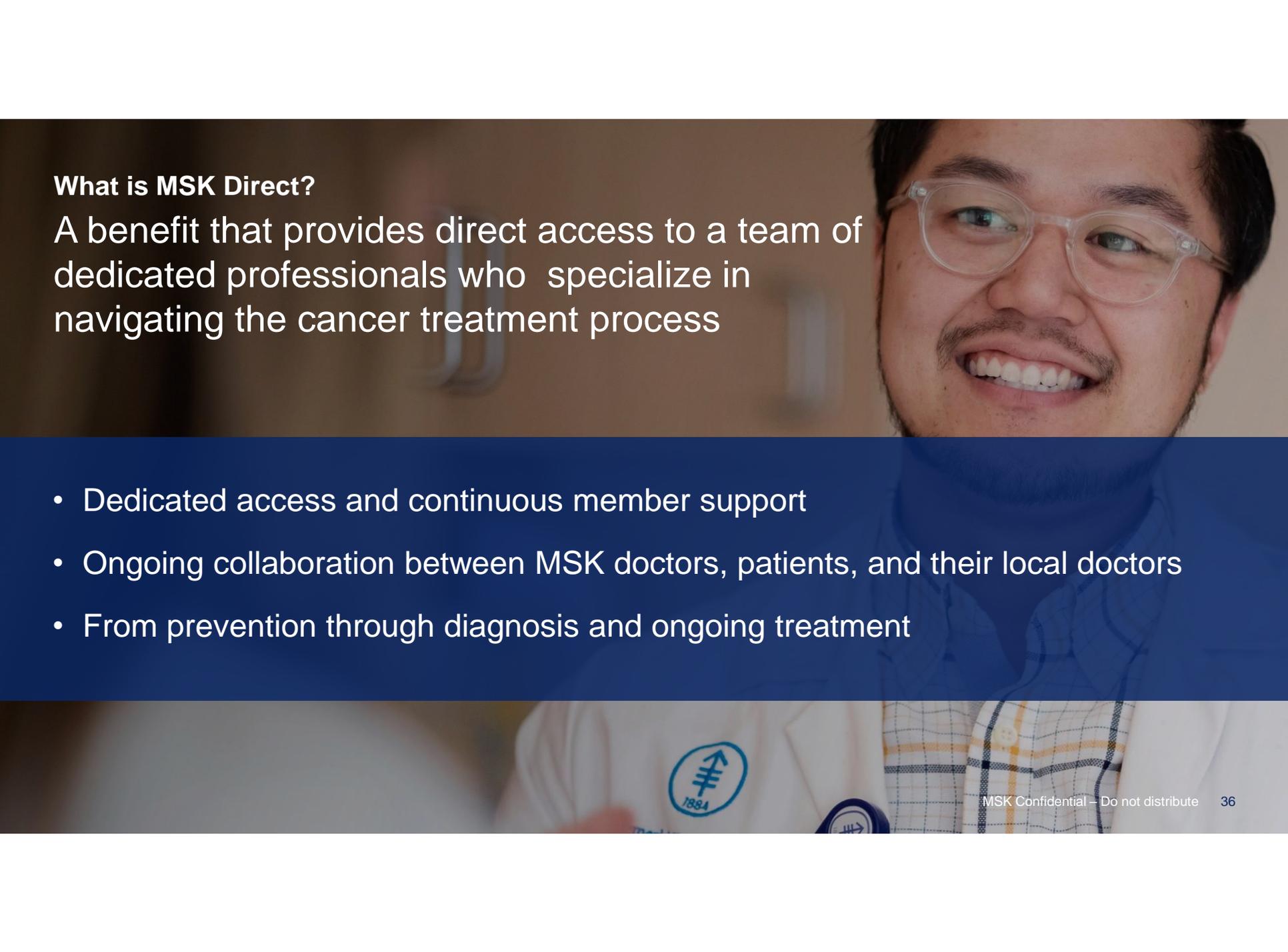


# MSK Locations



# MSK Direct: Program Overview





## What is MSK Direct?

A benefit that provides direct access to a team of dedicated professionals who specialize in navigating the cancer treatment process

- Dedicated access and continuous member support
- Ongoing collaboration between MSK doctors, patients, and their local doctors
- From prevention through diagnosis and ongoing treatment

## MSK Direct

# Program Details

- **No need to enroll**
- **No fee for MSK Direct.** Clinical care is billed through your insurance, patients are subject to costs associated with patient responsibility for clinical services
- **Open to all colleagues and their eligible family members**
- **Connect with MSK Direct** by calling the dedicated phone line for Marsh McLennan at 844-MMC-2MSK (844-662-2675) Monday through Friday from 8:00 am ET to 6:00 pm ET  
(Messages left outside of these hours will be returned the next business day)



## Words from Our Patients



# Q&A

