



Support for life's unexpected turns.

For employees covered under our Life, Disability, Voluntary or Leave Management Services.

Services that go beyond the benefit.

We empower you to get the most out of everything we have to offer. We'll walk alongside you and your loved ones every step of the way, providing the right service, support, and solutions to make some of life's most difficult moments easier.

Support to help you make smarter health care decisions.

If you become disabled from an accident or are diagnosed with a critical illness, your first priority should be focusing on your treatment and recovery. What you don't need is more stress about your care options, medical benefits, co-pays and other expenses.

To help, there's ComPsych® HealthChampion®¹

HealthChampion is provided as part of The Hartford's Ability Assist® EAP services¹ to help take some of the burden off your shoulders. No matter what kind of program you have, a self-funded plan or a public or private health care exchange, the program can:

- Guide you through health care options
- Advocate for timely and fair resolution of issues
- Connect you with the right resources

Get timely answers from trusted professionals.

HealthChampion is staffed by both administrative and clinical experts who assess the issues and needs and connect you to the appropriate HealthChampion specialist. HealthChampion can then help you through a variety of administrative and clinical concerns.

Administrative Support

- Easy-to-understand explanations of your benefits—what's covered and what's not
- Cost estimations for covered and non-covered treatment options
- Step-by-step guidance on claims and billing issues
- Fee and payment plan negotiation
- Referral to financial resources for the under- and uninsured
- Explanation of the appeals process

Clinical Support

- One-on-one review of your health concerns
- Preparation for upcoming doctor visits, lab work, tests and surgeries
- Straightforward answers regarding diagnosis and treatment options
- Coordination with appropriate health care plan provider(s)
- Referral to community resources and applicable support groups

Helping simplify recovery.²

Michael suffered a mild heart attack and was later diagnosed with coronary artery disease and high blood pressure.

After being discharged from the hospital, he felt overwhelmed with unfamiliar information and a multitude of instructions. Concerned about the recovery process, Michael called ComPsych® HealthChampion and spoke with an RN specialist who explained how these disease processes develop. She also provided more information on his new prescriptions and necessary changes to his lifestyle.

Since Michael had been unable to work during his recovery, he became concerned with his finances when some of his therapy and follow-ups required a portion of payment upfront.

The HealthChampion claims and benefits advocacy specialist informed Michael's doctors of his tight financial situation and they agreed to provide services without collecting any prepayment. The HealthChampion team was there for Michael with information and help with administration, so he was able to focus his time on recovering and taking control of his health.

Better care. Easy access.

Save yourself time and effort by accessing HealthChampion for your health needs today.

Call toll free **800-96-HELPS (800-964-3577)**.

Save contact info for future use. Photograph with a mobile device.

Check with your benefits manager
for more information on **HealthChampion**.



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² This case study is fictional. It is intended for illustrative purposes only.

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