



“They took the pressure off a serious situation.”

Don called Health Advocate after his son, Jake, was injured in a car accident. His Personal Health Advocate worked with the hospital and health plan to find a rehab facility that could accommodate Jake as soon as he was discharged. She also located a leading orthopedic specialist and expedited an appointment so there would be no delays in his care.

Always at your side

We're here when you need us most

Your Health Advocate benefit can be accessed 24/7. Normal business hours are Monday - Friday, from 8 am to 12 am (midnight), Eastern Time. Staff is available for assistance after hours and on weekends.

There is no cost to use our service

The PEBTF offers your Health Advocate benefit at no cost to you.

We're not an insurance company

West's Health Advocate Solutions is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider.

Your privacy is protected

Our staff carefully follows protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.

we make healthcare **easier**



855.855.4238

Email: answers@HealthAdvocate.com

Web: HealthAdvocate.com/PEBTF

Download the app today!



HealthAdvocateSM

Welcome!

Health Advocate is a service provided by the PEBTF, at no cost to you. With Health Advocate, you have confidential, unlimited access to a Personal Health Advocate who can help you and your eligible family members resolve healthcare and insurance-related issues—all through a single, toll-free number. We look forward to serving you!

Who is covered? Health Advocate is available to eligible employees, retirees, their spouses or domestic partners and dependent children.

Get started today!



855.855.4238

Email: answers@HealthAdvocate.com
Web: HealthAdvocate.com/PEBTF

Download the app today!



We Can Help...

Find the right doctors



We can also find the right hospitals, specialists and other leading providers, anywhere in the country.

Resolve benefits issues



We'll do the legwork to resolve insurance claims and billing issues, untangle medical bills and coordinate benefits.

Assist in the transfer of medical records



We'll also handle the details of transferring X-rays and lab results.

Get your questions answered



We help you become informed about test results, treatments and medications.

Schedule appointments



Our experts can expedite appointments, arrange second opinions and transfer medical records.

Work with insurance companies



Our team works on your behalf to obtain appropriate approvals for needed services.

Help with eldercare



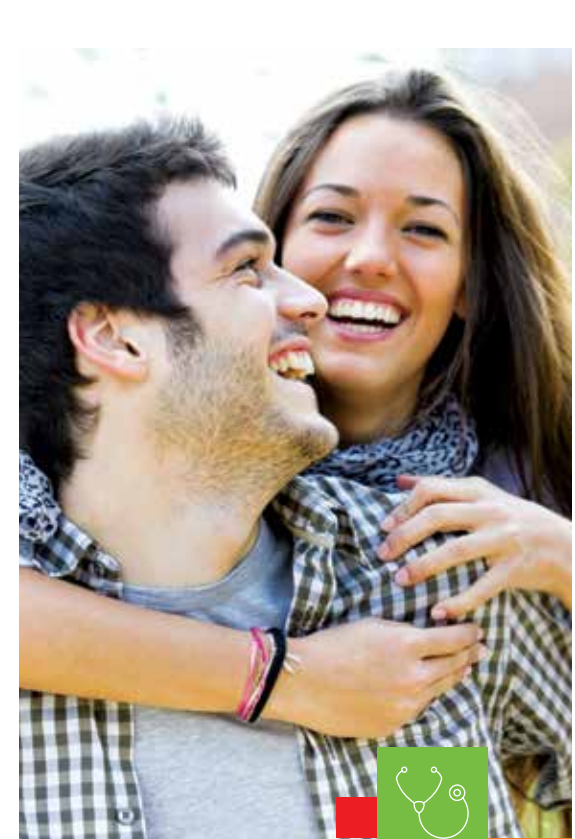
We can help address senior issues including finding eldercare services, adult day care and more.

Help to make informed decisions



We will research conditions and treatment options, and facilitate second opinions.

And more!



"Health Advocate saved the day."

Gina's husband needed surgery for a life-threatening condition. The paperwork approving the procedure got "lost in the system." Health Advocate tracked down and coordinated the paperwork between the doctor, insurance plan and hospital, and convinced the insurance company to permit a prompt operation.