

Save time. Worry less. HealthAdvocate™.



We know employees come to you asking complex health care questions. Now you have a place to direct them.

Frees up your staff's time

Through this phone service, your employees can directly talk to an expert to get help with their complex health care problems.

Top reasons for employees to call...

Maximum value for health coverage

- Save time, money and worry by handing off complex problems. Health Advocate can untangle issues and decipher details.

Clinical information

- Ask questions about test results, medications, state-of-the-art treatment and more. Get answers from registered nurses and medical directors.

Appointment scheduling

- Get help to make an appointment promptly — even with hard-to-reach specialists. Or, to get a second opinion.

Unbiased health information

- Receive health information from personal health advocates with no ties to a plan, facility or agency. They'll help callers make informed health care decisions.

Payment plan negotiation

- Get help to negotiate a payment with out-of-network providers. Health Advocate will contact the provider directly. That can reduce frustration and reduce confusion about charges.

Community services research

- Get help in tracking down services that can make a person's — or caregiver's — life easier, such as transportation to medical appointments or elder care.

Support for the whole family

- Get help to resolve any health care issue — even those of a member's spouse, dependent children, parents and parents-in-law. Even if they're not on the employee's medical plan contract, help is available for their problems at no extra cost.

...and much more

Health Advocate adds an extra level of support to our outstanding customer and care management services. Blues customer service teams are still available to give the same great service for routine questions.

In all we do, we offer the best value in health care to your company.



Call toll free 1-855-425-8585

Health Advocate gives personal support Monday through Friday 8 a.m. to 9 p.m. Eastern time. After hours and on weekends, operators take messages.

Health Advocate is a 2014 pilot program available at no additional cost to members who have an individual Blue Care Network plan, a fully insured employer group BCN plan or a participating self-funded employer group Blues plan. Members in government programs — such as Blue Cross Complete of Michigan and BCN Advantage — are not eligible. Health Advocate is an independent company that contracts with BCBSM and BCN to provide health advocacy services to BCBSM and BCN members.



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

HealthAdvocate™
Always at your side