



**PENSION HOSPITALIZATION AND BENEFIT PLAN  
JOINT INDUSTRY BOARD OF THE ELECTRICAL INDUSTRY**  
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## **We're switching from Health Advocate to MagnaCare Advocacy Services on September 1, 2021**

Dear Participant,

As a past or current user of Health Advocate, we wanted to inform you about exciting changes to your healthcare advocacy benefit. **Effective September 1, 2021, we are switching to a new healthcare advocacy service provider: MagnaCare Advocacy Services.** You'll enjoy all the same services you had before, but now with an even more personal touch. This special MagnaCare team is committed to helping you get the most out of your benefits and giving you concierge-level service.

Effective September 1, 2021, your MagnaCare Advocates can help you with:

### **HEALTHCARE NAVIGATION**

- Finding providers based on your preferences
- Answering questions about your benefits and plan
- Scheduling appointments on your behalf
- Handling provider office/billing questions

### **PROVIDER COORDINATION**

- Coordinating services and treatment among doctors, medical facilities, and hospitals
- Matching you to the best options for care

### **FAMILY ASSISTANCE SERVICES**

- Accessing support from private and public healthcare agencies
- Hospice care
- Eldercare

Dependents and family members are encouraged to use MagnaCare Advocacy Services, even if they are not on your medical plan.

The Health Advocate service line will no longer be available to you after August 31. **The new number to call for your healthcare advocacy needs starting September 1 is: 866-624-6260, Monday to Friday, 8:30 a.m. to 6 p.m.**

When you need someone on your side as you navigate your family's healthcare needs, call your MagnaCare Advocacy Team for personalized service you can count on.

Sincerely,

Trustees of the Pension, Hospitalization and Benefit Plan of the Electrical Industry



## Why use MagnaCare Advocacy Services?

As your medical plan, we already understand your benefits and healthcare journey making it easier for us to connect you to the right resources. Our advocates work to make sure you are getting the most out of your benefits.

Plus, our relationship with your provider network means we have direct and immediate access to the doctors, hospitals, skilled nursing facilities, nursing homes, long-term care facilities and hospital agencies that you or your dependents may need.

Our services can even be used by spouses, dependents and other members of your family – even if they are covered by a different medical plan.

# MAGNACARE<sup>SM</sup>

## Advocacy Services

**Call us toll free: 866.624.6260**

Monday to Friday, 8:30 am to 6:00 pm

### Meet a couple of your Advocates

Your advocates love what they do. They take the time to reach out and keep you informed of upcoming appointments, and answer any questions you have about next steps in your healthcare journey.

#### Kristy

*I treat someone the way I'd like to be treated and hope that I am making a difference in someone's life.*

#### Corinne

*I love when I can connect and relate to our members. Whether it's helping a pregnant mother who is worried about her delivery or a grandmother who wants to play with her grandchildren but can't because she needs help planning her knee surgery, I'm here to help. And, if I can make them smile or chuckle while on the phone, I know I've done my job.*

# Introducing your personal healthcare navigator



# MAGNACARE<sup>SM</sup>

## Advocacy Services

Finding the right doctors can be confusing and stressful at times. Not to mention getting the appointment you want.

Effective starting September 1, 2021, you can call MagnaCare advocates to help you find providers, schedule appointments, and coordinate services between doctors, medical facilities and hospitals. They can even provide support in finding assistance from private and public healthcare agencies. No matter where you are on your healthcare journey, your MagnaCare Advocacy Team is here for you.





Call us toll free

866.624.6260

Monday to Friday,  
8:30 am to 6:00 pm:



## HEALTHCARE NAVIGATION

### Call us to:

-  Understand your benefits and plan
-  Find providers
-  Schedule appointments on your behalf
-  Handle provider office/billing questions




## PROVIDER COORDINATION

### Get time back in your day. Ask us for help scheduling follow-ups:

-  Researching and coordinating services and treatment between doctors, medical facilities and hospitals
-  Matching you to the best options for care

## FAMILY ASSISTANCE SERVICES

### We can even answer your healthcare questions about:

-  Accessing support from private and public healthcare agencies
-  Hospice care
-  Eldercare

**MAGNACARE**<sup>SM</sup>  
Advocacy Services