
How Member Advocates Can Help You

Today's topics



- What is a Member Advocate?
- How can a Member Advocate help you?
- What is the Member Advisory Council?
- How do you contact a Member Advocate?

Section 1

What is a Member Advocate?

What is a Member Advocate?

A Member Advocate works at Highmark Health Options. They act on your behalf and can help you with many things, including:

- Get health care.
- Schedule appointments.
- Enroll in and access your benefits.
- File grievances and appeals.



Section 2

How can a Member Advocate
help you?

How can a Member Advocate help you?

They can help you with any health-related social needs you have. This includes:



Find a food bank.



Locate financial resources.



Make appointments with your PCP/Specialist.



Explain your benefits.

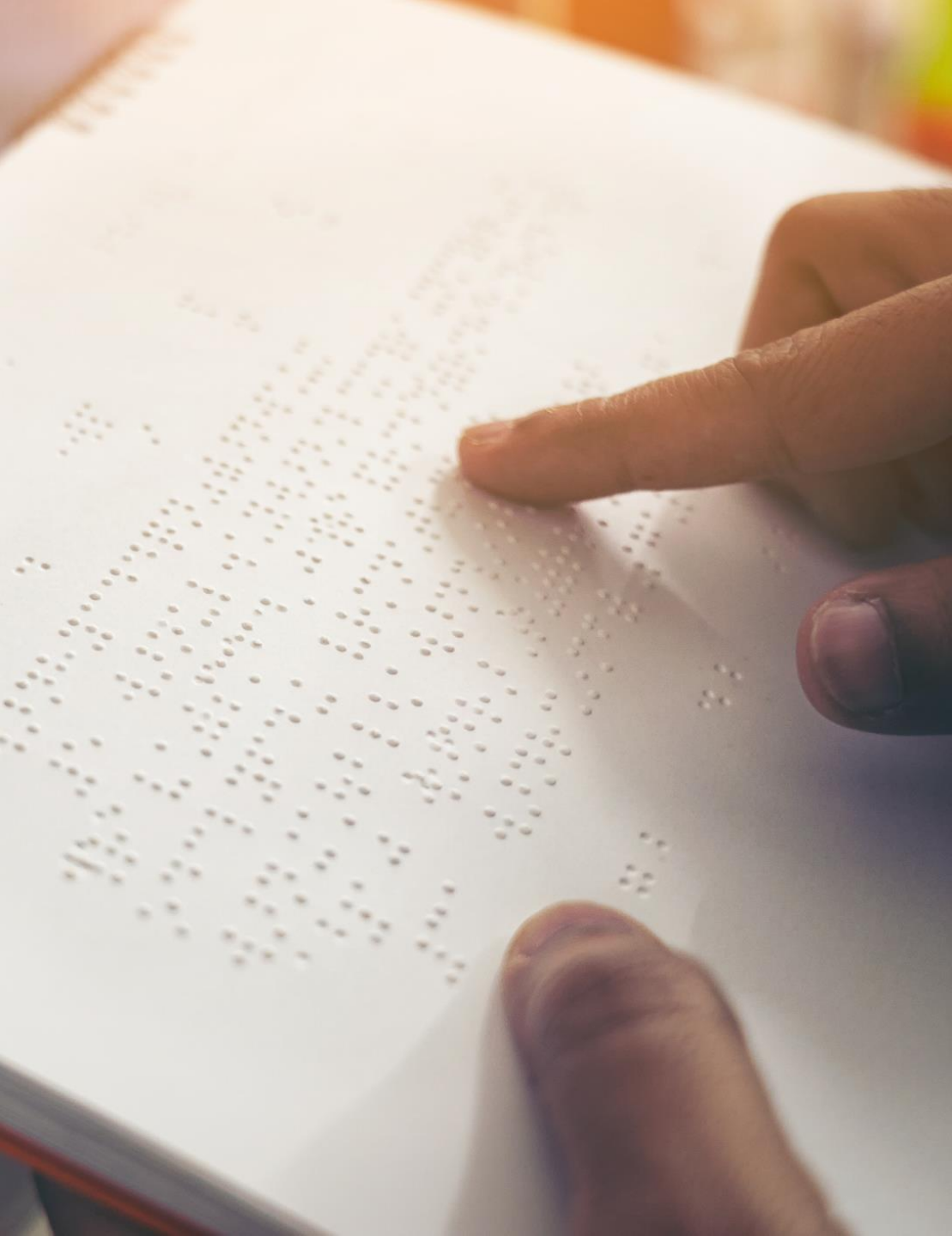


Find if you are due for a doctor visit or a screening.

How can a Member Advocate help you?

- Work with you throughout the Grievances and Appeals process.
- Attend all Appeals hearings with you.
- Let you know what resources are available to you in your community.
- Educate you about the member website and the member portal.
- Make sure you are aware of and comfortable with the Member Handbook and the Provider Directory.





How can a Member Advocate help you?

- Help you understand health care information in a language that you understand.
- Help you if you need information in a certain format.
- Help you make healthier choices by following our Health Awareness Series.
- Encourage you to join us on Facebook.

How can a Member Advocate help you?

- Help you find medical supplies that are not disposable.
- Help you find employment.
- Help you understand medical terms.
- Refer you to Care Coordination.



Community Support

Real support for the challenges of real life.

- Food
- Goods
- Housing
- Work
- Education
- Legal
- Money
- Health

FIND OUT MORE

hho.fyi/support



Section 3

What is the Member Advisory Council?

What is the Member Advisory Council?

The Member Advisory Council (or MAC) is made up of:

- Highmark Health Options plan members – **YOU**
- Member caregivers
- Health plan managers
- Highmark Health Options staff



What happens at a Member Advisory Council meeting?

MAC meetings help you understand your benefits and how to get the most out of them.

BEST OF ALL: You can share thoughts with us: make suggestions, ask questions, tell us your ideas, and have a chance to talk about your concerns.



Section 4

How do you contact a
Member Advocate?

How do you contact a Member Advocate?

2 WAYS



Call: **1-855-430-9852**
Monday–Friday, 8 a.m.–5 p.m.



Email: **HHO-DEMemberAdvocate@highmark.com**