



SOUTHERN CALIFORNIA IBEW – NECA TRUST FUNDS

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August 24, 2009

TO: Southern California IBEW-NECA Health Trust Fund Participants
(Active and Retired)

FROM: Board of Trustees
Southern California IBEW-NECA Health Trust Fund

RE: New Program of Services - **Heal thAdvocate**

The Board of Trustees of the Southern California IBEW-NECA Health Plan is pleased to announce the availability of a new program of services offered by **Heal thAdvocate** on September 1, 2009.

Heal thAdvocate will provide to all active and retired participants and their family members advocacy and assistance services whereby **Heal thAdvocate's** Personal Health Advocates (PHAs), typically registered nurses, supported by medical directors and benefit specialists will work with you one-on-one in your efforts to:

- Find physicians, medical specialists and other providers
- Assist in the understanding and resolution of billing for medical, dental and professional services
- Facilitate referrals for covered services
- Clarify health plan coverage
- Transfer medical records
- Locate eldercare



The Board of Trustees has retained **Heal thAdvocate** to further comply with HIPAA and other Federal and State regulatory requirements since governmental regulations mandating the safeguarding of your privacy and the confidentiality of all documents and information related to your health are serious concerns to the Trustees.

If you would like to view an internet video demonstration of the services available from **Heal thAdvocate** please go to http://www.healthadvocate.com/member_video.aspx