

**From:** [Diana Torres-Petrilli](#)  
**To:** [faculty; staff;](#)  
**Subject:** Health Advocate - A Free New Resource for JTS Employees  
**Date:** Wednesday, December 01, 2010 1:03:25 PM

---

Dear JTS Faculty and Staff,

We are proud to offer you a new service to assist you in navigating through the healthcare system. Effective January 1<sup>st</sup>, 2011 all employees and their families have access to a unique new service offered by Health Advocate. This service is available to you, your spouse, your dependents, parents and parents in-law regardless of whether or not they are covered by Jewish Theological Seminary's plan of benefits.

Health Advocate is an **independent** company that is made up of professional individuals such as nurses, doctors, claims specialists, social workers, etc. These professionals are now available to our employees and families to help you navigate the healthcare system. Health Advocate is designed to help handle healthcare and insurance related issues by cutting through the red tape and barriers that so often create frustration and problems. To learn more, please visit [www.healthadvocate.com](http://www.healthadvocate.com). **You can view an introductory video located on the Members page of the Health Advocate website under Member Video.**

Health Advocate does **not** replace the customer service line of our health plan, nor is it a nurse hot-line for medical emergencies. It is an organization of qualified individuals who will use their expertise in the health field and knowledge of providers across the country. It is a service to obtain confidential, unbiased, objective information and to help you make choices concerning your health situation. Too many times patients are uncertain that they are getting all of the information or the correct information. Health Advocate is here to remove that uncertainty.

Some examples of the reasons to call Health Advocate are:

1. To identify and make appointments to see the best physician or hospital for an illness.
2. For help understanding an illness when you have been unable to get the time with your provider to ask all your questions.

3. For help with insurance claims and billing issues.
4. For help with medical issues and healthcare needs that your parents or parents in-law might have (they are also eligible for the service).
5. Assistance with understanding any issues with your prescription drugs.
6. To identify alternative resources for healthcare related services that might not be covered by the Jewish Theological Seminary employee benefits programs.

Health Advocate **does not deliver medical care** nor do they tell the members what to do. Instead they help you make more **informed decisions** about your healthcare. A Health Advocate nurse will answer your questions, do the research, provide you the options and follow up with you. Simply call Health Advocate at 1-866-695-8622. There are no enrollment forms. When you call Health Advocate and require service, they will ask you to complete a Medical Information Release Form. Please be assured that all of your information will be kept strictly confidential by Health Advocate and your privacy will be protected.

Our decision to offer Health Advocate clearly relates to our interest in making certain that our employees have the best possible healthcare. We believe that you and your family will greatly benefit from this valuable service. Please note this service is free of charge.

Please stop by the Office of Human Resources at your convenience to pick up a Health Advocate brochure.

If you have any questions, call us at 212-678-8014.

Sincerely,  
Diana Torres-Petrilli  
Director, Office of Human Resources