

Your personal health advocate

Exec-U-Care Concierge provides assistance with:

- Locating the best doctors and hospitals.
- Obtaining unbiased health information on a variety of topics from prescription questions to complex medical conditions.
- Assistance with billing, claims, eligibility issues and the coordination of benefits among multiple insurance carriers.
- Support for eldercare issues, and much more.

Help is a phone call away: (866) 611-8299

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EXEC-U-CARE®

P.O. Box 4540
Iowa City, IA 52244
(800) 552-1213
www.exec-u-care.com

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www.LincolnFinancial.com

Exec-U-Care insurance coverage is underwritten by The Lincoln National Life Insurance Company, (Fort Wayne, IN), a Lincoln Financial Group company. Health care assistance services are provided by Health Advocate. Health Advocate is the nation's leading health care advocacy company.

Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment. Health care assistance services are not contained within the Exec-U-Care medical reimbursement contract.

Health Advocate is a separate, independent company and is not an affiliate of Lincoln Financial Group. Each independent company is responsible for its own obligations.

Exec-U-Care is not available in all states. State-specific restrictions or limitations are not addressed in this brochure.

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Exec-U-Care ConciergeSM

**Personalized health care
assistance for busy executives**

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Introducing *Exec-U-Care Concierge*

As a busy executive you know one of the keys to the health and success of any business is having competent, knowledgeable people on your team. Imagine having access to another dedicated team whose sole purpose is to assist you and your family with your health care needs. Welcome to *Exec-U-Care Concierge*.

Through an agreement with Health Advocate™, *Exec-U-Care Concierge* provides health care assistance to help you and your family navigate the intricate network of today's health care system. Services are administered by Health Advocate and are provided at no additional cost with your standard Exec-U-Care coverage.

The expert support you deserve

Exec-U-Care Concierge provides access to an experienced team of health care professionals including registered nurses, medical directors, and insurance experts. Each staff member is committed to helping you and your family secure the assistance and answers you need – 24 hours a day, seven days a week, even when you are traveling. Coverage is provided for you, your spouse, your dependent children, your parents, and parents-in-law.

Just a few of the services available are:

- ▶ **Clinical services:** Locate health care providers and specialists, schedule appointments, assist with

prescription related questions and issues, and arrange for the transfer of medical records.

- ▶ **Health care coaching:** Promote a better understanding of medical conditions including research, treatment options, obtaining second opinions, and clarification of doctor instructions.
- ▶ **Billing and claims support:** Assist with insurance claims and billing, resolve eligibility issues, and coordinate benefits among multiple insurance carriers.
- ▶ **Caregiver support:** Find caregiver services, address coverage issues, plan provisions, and coordinate Medicare and Medicaid.

Help is a phone call away

When you or a covered family member need assistance, call *Exec-U-Care Concierge* toll-free at (866) 611-8299. Business hours are Monday through Friday, 8:00 a.m. to 9:00 p.m. ET. On-call staff is also available during non-business hours.

We've made it simple to get health care answers quickly. There are no forms to fill out, no recordings, and no endless transfers. Each family member is assigned their own Personal Health Advocate during their first call. The same advocate will work with the family member every step of the way, coordinating support and care until the issue is resolved.

For your convenience, wallet cards are attached for quick reference to the toll-free number. To learn more about this and other Exec-U-Care services, please visit the Web site at www.Exec-U-Care.com.



*Exec-U-Care Concierge*SM Health care assistance services

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