



**Health Advocate**, a subsidiary of West Corporation, is the nation's leading independent healthcare advocacy and assistance company. With over 12,000 client relationships covering over 45 million lives, Health Advocate helps millions of Americans personally navigate the often complex healthcare system.

The School District of Palm Beach County offers a seamless integration of Advocacy and Employee Assistance Program (EAP) + Work/Life services to employees, spouses/domestic partners, dependent children, parents, and parents-in-law at no additional cost to you. The District offers the Advocacy programs through Health Advocate which is headquartered in suburban Philadelphia, and the EAP + Work/Life through a division of Health Advocate, located in Jacksonville, Florida.

### **Executive Summary for the Programs**

Advocacy, EAP + Work/Life are key benefits in the overall offering to the employees and families of the District.

One of the goals that we embarked on in the 2017-2018 school year was to look for new ways to infuse communications throughout the year to continue to promote the programs. The overall interactions in 2017 increased to 16,573 where we saw 13,222 in 2016.

Employee Assistance/Work Life and Specialty Care Locators were the strongest drivers to the program in 2017. Claims assistance is third with Benefits Education fourth, to round out the top 4 top call drivers throughout the year.

Health Advocate continues to partner in health and wellness fairs, Wellness Champion meetings, ongoing communications and webinars, new employee orientations and ongoing onsite training sessions. We attended EAP/Advisory Committee Meetings where we reviewed trends, best practices, and new ideas for EAP and Advocacy promotion with a cross-section representation of the District. During this last school year, Health Advocate added an increased focus on the Advocacy benefit by speaking about it during Wellness Champion meetings and partnering with the Risk and Benefits Management team to create additional custom communications (home mailing and custom flyers). We attended the Heart and Sole bash and provided a Chair Massage therapist for the event.

Special presentations/workshops we provided include:

- ✓ Caring for the Aging Parent series (in conjunction with MetLife)
- ✓ Compassion Fatigue, Burnout, and Effects of Secondary Traumatic Stress workshop (during the Student Mental Health and Wellness Conference)
- ✓ Financial Wellness Services Review
- ✓ Recognizing and Helping Grieving Employees

- ✓ Health Advocate EAP & Advocacy Response for disruptive events in the workplace
- ✓ Best Practices in Stress Management: Secrets of Successful School Districts

Special awareness flyers were sent on Heart Health, Financial Fitness, Colorectal Cancer, Alcohol Abuse, Mental Health, Mother's/Father's Day, Summer Safety, Suicide Prevention, Breast Cancer, Domestic Violence, Pre-Diabetes, Hand washing Awareness, and Holiday Stress.

### **Advocacy Utilization - Clinical**

Health Advocate provided assistance with 1,589 clinical interactions last school year. 47% of the calls were driven by Specialty Care locator needs. The 2<sup>nd</sup> and 3<sup>rd</sup> call drivers were Care Coordination (8%) and Health Information (6%).

### **Advocacy Utilization – Administrative**

Health Advocate provided assistance with 1,454 interactions last school year 46% of the calls were driven by Claims Assistance needs. The 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> call drivers were Benefits Education (18%), Compass (16%), and "Appeals Assistance" (11%).

Overall, Health Advocate has spent 1,333 hours resolving issues for members and their families in 2017, helping to relieve the stress of having to deal with complex medical issues on their own and keeping them focused and productive. In addition, we have saved the members over \$31,000 from resolving billing issues and the District nearly \$200,000 in productivity savings.

### **EAP + Work / Life Utilization**

Health Advocate provided over 6,925 hours of service in 2017 for the District employees and their families. Health Advocate continues to make a significant impact through more than 3,200 employees accessing onsite support, training and personal growth.

The top 3 reasons for utilizing the EAP were Emotional, Family, and Anxiety. Stress and Relationship round out the top 5. Of the cases that were handled with the counselors, 77% were handled by the EAP team. The additional cases were coordinated with various other resources (i.e. legal assistance, outpatient mental health, financial, community resources, etc.).

## Top 5 training sessions:

Team Building

Power of the Positive: Cultivating Optimism

Emotional Eating

Creating a Positive Outlook

Caring for the Caregiver

We're here to help when you need it most.  
**Here's how.**



### Find the right doctors

We can also find the right hospitals, specialists and other leading providers, anywhere in the country.

### Schedule appointments

Our experts can expedite appointments, arrange second opinions and transfer medical records.

### Expert, short-term assistance

Our Licensed Professional Counselors can make referrals for more in-depth care, if needed.

### Support with work/life issues

Our Work/Life Specialists can help locate childcare, eldercare, legal and financial assistance.

### Resolve benefits issues

We'll do the legwork to resolve insurance claims and billing issues, untangle medical bills and coordinate benefits.

### Get pricing support

Make more informed healthcare decisions with detailed cost estimates for medical services in your area.

### Professional, caring support

Get personalized help with stress, depression, family problems, substance abuse and much more.

### Convenient online resources

Get 24/7, online access to educational materials, webinars and other helpful resources.

Your Health Advocate benefit is being offered by The School District of Palm Beach at no additional cost for you and covers eligible employees, their spouses or domestic partners, dependent children, parents and parents-in-law.

Health Advocate is not affiliated with any insurance company or third party provider, and does not provide medical care or recommend treatment.



**855.424.8400**

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