
Patient Advocacy

How To Use The Patient Advocacy Service

Included in your Flex Shield plan is access to the Patient Advocacy service.

Simply call 1-800-399-8521 and one of our personal Patient Advocates will help you.

Please, note that Patient Advocacy does not provide health insurance or medical care, nor does it recommend treatment. The Patient Advocacy program is not a substitute for your current health insurance plan, nor is it an insurance benefit.

Patient Advocacy fully respects and protects the privacy of our members and the confidentiality of their medical information.

How You Benefit

This service assists you in various ways:

- Save you considerable time and money
- Eliminate the hassles and frustrations typically encountered when dealing with the healthcare system
- Assist you in finding doctors, hospitals and other healthcare providers
- Protect your privacy and confidentiality
- Facilitate access to medical centers
- Cut through the red-tape and effectively solve problems

Nurseline - 24 Hours a Day

How to Use the Nurseline

Simply call 1-877-281-5106 and ask to speak with a registered nurse regarding your medical question.

How You Benefit

This service offers toll free telephone access to experienced registered nurses, 24-hours a day, 365 days a year. It provides you access to an immediate and reliable source for health and medical information. It also provides confidential medical counseling to help you make informed decisions about the medical care you receive. Plus, other valuable information such as:

- Access to an audio library of over 450 health related topics.
- Self care techniques for common symptoms.
- Explanation on what to expect during a medical test.
- Help from a registered nurse who can answer questions regarding:
 - Diagnostic and surgical procedures
 - A recently diagnosed medical condition
 - Prescription and over the counter medication information.

All calls are answered by a medical service representative and transferred to a registered nurse with the appropriate knowledge. All calls are kept confidential.