

Resources *for* Living[®]



Patient Advocacy Service

Your company benefit plan now includes a Patient Advocacy program to help people struggling with leftover medical bills.

You may qualify if you:

- Received care for a single related medical event at a hospital, emergency clinic or surgical center
- Were an active member of a benefit plan including Patient Advocacy
- Were left with a large balance even after discounts and medical benefits were applied

If you think you meet these requirements call Member Services toll-free. Tell them about your benefit plan and that you are interested in patient advocacy.

Having a health issue that requires medical care is one thing. Having exhausted all benefits and still owing medical bills is another.

Let a personal negotiator go to bat for you — at no charge!

Average overall savings: 71%
Average bill amount: \$8,900.00
Average savings amount: \$6,450.00

Your personal negotiator

This program provides a personal negotiator who acts on the patient's behalf, mediating solutions for remaining bills with medical facilities. Solutions could include:

- Applying for financial assistance
- Arranging a payment plan
- Negotiating a settlement

Here's how the process works:

1. Call toll-free to see if you qualify. If you do, a case will be opened for you. Within 2 business days, a Karis Group representative will reach out to you.
2. The personal negotiator assigned to you will request that you send him or her copies of all your bills. You'll also need to complete a medical information release form.
3. Your personal negotiator will also discuss your options.
4. Your negotiator will contact the medical facilities and work directly with them to resolve your outstanding bills.
5. Your negotiator will give you a progress report along the way.

The program does not:

- Provide funds to pay bills
- Assist with prescription expenses
- Assist with treatment of a mental health condition
- Assist with treatment for substance abuse

Let Patient Advocacy do the legwork for you while you focus on getting well. If you think you might qualify, simply make that toll-free call today.

For more information call your Account Executive or email Sales at AetnaBH_EAPSales@aetna.com.



The EAP is administered by Resources For Living, LLC.

All EAP calls are confidential, except as required by law. Aetna and The Karis Group are independent contractors. The Karis Group Patient Advocacy services will be managed and provided separately and independently from Aetna. Aetna does not monitor or participate in the services or programs recommended or provided by The Karis Group. This material is for informational purposes only. It contains only a partial, general description of programs and services and does not constitute a contract. EAP instructors, educators and network participating providers are independent contractors and are neither agents nor employees of Resources For Living. Resources For Living does not direct, manage, oversee or control the individual services provided by these persons and does not assume any responsibility or liability for the services they provide and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change.