

# Health Moments That Matter—Advocacy

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The healthcare system is filled with complexities and intricate systems of emotion, hierarchy, protocol, and law that require the time and skill of experienced and caring professionals.

At Aon Hewitt, our advocacy solution helps guide employers toward the best methods to improve the cost, access, quality, and productivity issues facing employees and HR teams today.

## Employee Engagement

A good health advocacy program elevates overall participant knowledge, improves health outcomes, and delivers peace of mind, making your employees happier and healthier. Aon's Advocacy Services:

- Help employees get the most out of their robust benefit offerings beyond direct compensation
- Offer personal support to manage medical conditions, find information regarding treatment options, and provide caregiver recommendations
- Locate "best-in-class" medical facilities and doctors
- Assist in scheduling appointments with sought-out specialists

Our advocates spend an average of **4.5 hours** resolving one complex issue, allowing employees to focus on their core work responsibilities.

## Returning Time Back To Your Organization

Our job is to navigate complex employee healthcare issues so you can focus on your strategic initiatives. We have been providing relief to HR teams since 1999, allowing your employees to be as productive as possible. We can help:

- Improve employee perception of benefit value
- Reduce HR's time and energy spent on escalated benefit issues
- Identify trends and track reoccurring problems so that comprehensive plan adjustments can be made
- Get a return on your benefit plan investment, support consumer-driven health plans, and promote network utilization

We saved our clients over **433,809** productivity hours last year saving them close to **\$9.5 million**.

We're here to empower results

To learn more about how our Advocacy Services can help your employees, please contact us at: [people.solutions@aonhewitt.com](mailto:people.solutions@aonhewitt.com)

## Expert Support On Your Side

Our high touch, high impact advocates have extensive medical, claims, and customer service experience, and are passionate about helping people.

- Registered nurses and clinicians have an average of 18 years health care experience
- Over 500,000 personal calls, for over 1 million participants, were made last year to resolve employee health care and insurance-related issues
- 93% of all cases were resolved in 5 days or less

Now is the time to give your HR leaders and employees some time back in their day by putting the right advocacy program and team in place. Aon Hewitt provides solutions for companies of all sizes across a wide range of industries.

“We have received very positive feedback from both employees and HR personnel on the **effort, patience, and empathy** Advocacy Services uses in helping research and resolve employees’ issues.”  
*Technology company client*

## The Aon Hewitt Advantage

As the global leader in human capital consulting and outsourcing solutions, Aon Hewitt has the knowledge, experience, and passion to deliver industry-leading solutions for our clients. Whether your organization is a complex global enterprise, a growing business or somewhere in between—our solutions can be sized and scoped to meet your needs. By working together, we can ensure even the most challenging aspects of HR management are handled efficiently and effectively.