

**INTEGRATED
HEALTH
ADVOCACY
PROGRAMSM**

IHAP is a holistic team approach to health care designed to help you and your dependents cope with challenging or

continuing health problems by partnering with you to improve your overall health and life status.

The IHAP Team – an integrated multi-disciplinary group of experienced health care professionals that includes a...

- Primary Advocate
- Medical Advocate
- Behavioral Advocate

...and uses their combined skills to evaluate your condition and – working with your current providers – develop a plan to treat you as a whole person by taking all of your health-related needs into consideration.

IHAP's goal is to facilitate the healing process and promote optimum long term health. In this way, it presents a unique opportunity for Advocate to support your needs when you are coping with serious health problems while, at the same time, assist Advocate in maintaining an affordable health care benefit program by keeping associates and family members who participate in the program as healthy as possible.

**...OFFERING ELIGIBLE
EMPLOYEES AND FAMILY
MEMBERS A HOLISTIC
TEAM APPROACH TO
HEALTH CARE.**

***IHAP...
WORKING WITH
YOU,
WORKING FOR
YOU***

IHAP is not intended to replace treatment that you may currently be receiving. Rather it is designed to provide assistance that can help you deal more effectively with the health care system and to cope more effectively with challenging or continuing health care conditions. Unlike “managed care” programs of the past – which may have attempted to limit care – IHAP's approach typically recommends additional treatment or services if they are likely to result in improved overall health and well-being.

Participation in IHAP is voluntary and strictly confidential.

For more information about IHAP,
call this toll-free number:

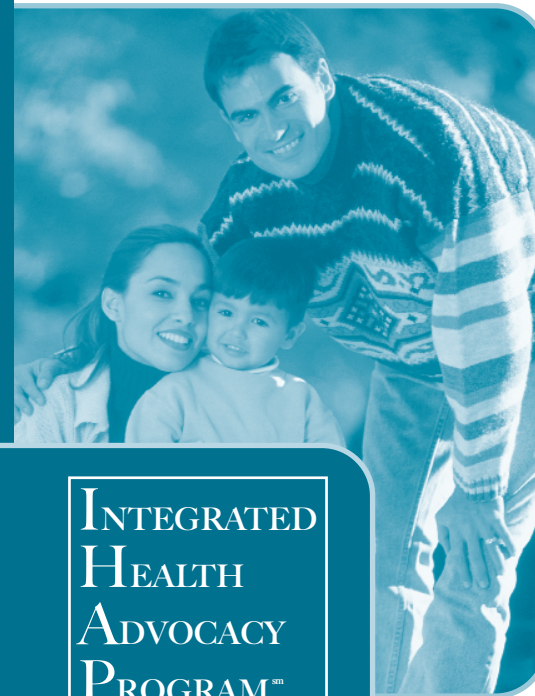
1-866-330-4427

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PARTICIPANT INFORMATION

***IHAP...
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WORKING FOR
YOU***



**INTEGRATED
HEALTH
ADVOCACY
PROGRAMSM**

*Offering eligible Advocate associates
and family members a holistic approach
to manage challenging or continuing
multiple health care needs.*

Getting Started...

Introducing Your IHAP Team

As a first step, you'll meet with your **Primary Advocate** to:

- Review program information and answer any questions you may have
- Complete all surveys and required releases
- Serve as your personal health coach to guide you through the IHAP process.



Timing: Typically two meetings.

If you are accepted into the program – and agree to participate – you will meet with your **Behavioral Advocate** to:

- Review your life and family history
- Identify stress factors in any aspect of your life.



Timing: Typically one or two meetings.

And, finally, you will meet with your **Medical Advocate** to:

- Undergo a comprehensive physical exam
- Review your health history and general physical status and symptoms.



Timing: Typically one 2-4 hour meeting.

The IHAP® Approach...

How It Works

When you agree to participate in IHAP, your core team members will review your health care records and prepare a personalized transition plan with specified goals. In developing your transition plan goals, the IHAP Team will request input from your current primary physician, and you'll have an opportunity to meet with the entire Team to provide your own input regarding the plan and its goals. Finally, you and your significant other – will be invited to meet with your Core Team members to review and, if necessary, refine a written copy of your personalized Transition Plan Agreement.

Transition Plan – Phase 1

During Phase 1:

- You will attend scheduled clinical and educational sessions
- You may contact your Primary Advocate as needed – by phone or in person – to discuss any questions or concerns
- Your various health providers will give monthly feedback regarding your progress
- You will provide monthly feedback regarding the plan and services at scheduled meetings with the members of your IHAP Team
- Your overall progress will be evaluated by the members of your IHAP Team during semi-annual reviews

Note: Duration of Phase 1 will depend on individual needs and progress against Phase 1 goals.

Transition Plan – Phase 2

Phase 2 will begin once you have achieved your Phase 1 goals. Phase 2 will include goals for:

- Your continued growth and support
- Your life-long health gains
- Your ongoing feedback and progress updates

IHAP®.

Getting More Out of Your Health Care

When you participate in IHAP:

- You are an active participant in managing your personal health
- You receive a comprehensive review of your health history
- You have health goals based on your personal health history (not a generic plan)
- You have the opportunity to move from a chronic health condition to a lifestyle that nurtures wellness
- You receive health care based on a holistic approach that takes into account all of your healthcare needs... not just those traditionally covered by your insurance

You receive:

- Benefits coverage for recommended services that are part of your Transition Plan Agreement (including services that would not ordinarily be covered)
- Full coverage of the cost for all recommended initial consultations and associated testing
- No change in routine coverage for ongoing care for any diagnosis, including surgery, as normally covered by your Advocate Health Plan (based on the terms of coverage specified in the applicable Plan Summary)
- Open and ongoing access to the members of your IHAP Team

