

# Employee Advocacy Support Services

## A new dimension of service that benefits you and your employees.

As a valued health and benefits client of ADPIA\*, your employees have access to a resource to help them understand their benefit packages. The **Employee Advocacy Center (EAC)** from ADPIA is a dedicated service center staffed by a team of knowledgeable, fully licensed producers to support your employees when necessary.

ADPIA Employee Advocates help clarify benefit questions and educate your employees about their health benefit plan by:

- Helping to explain plan coverage details for your employees
- Providing answers to common questions such as:
  - » What is my deductible for out-of-network services?
  - » How do I replace a lost ID card?
  - » How can I appeal a claim?

## Privacy and confidentiality for all.

Our HIPAA-compliant licensed Employee Advocates can assist you and your employees by:

- Providing employees with an objective, confidential resource
- Eliminating your involvement in employees' personal health matters
- Freeing you to focus on more strategic issues of running your business

## Boost the value of your benefits with the Employee Advocacy Center.

Employee advocacy and education are valuable tools for making the most of your benefits investment. The EAC is part of ADPIA's continuing effort to deliver world-class service and help show you just how simple protecting your business — and your employees — can be.

### We're here to help.

For additional information, please contact the EAC.

855-322-1237 (855-EAC-1ADP)  
employeeadvocacycenter@adp.com

Our normal business hours are Monday-Friday between 8:30AM and 8:00PM Eastern Time.

[insurance.adp.com](http://insurance.adp.com)

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