Patient Advocacy

Who is Hines & Associates, Inc.?
Hines & Associates, Inc. is a company chosen by the San Diego Electrical Health & Welfare Trust to provide a patient advocacy service for you and your eligible dependents. You will work with a registered nurse and his/her team, who will assist you to navigate the health care system and access the care and support services that will most help you.

What Do These Services Cost?
These services are free to you if you are covered at the time services are rendered. Your fund has paid for these services as part of your benefit package to assist you and your dependents.

How Does the Process Begin?
You can begin the process at any time by dialing 1-888-893-6756. The intake process will collect information about your concerns or needs and how to best reach you. The Hines nurse will assist you immediately or may need to research the best options to solve your needs.

When Should I Contact Hines?
Reach out to Hines' Advocacy Services for:

- Helping you get answers to benefit and coverage questions.
- Getting answers on claims and provider billing questions.
- Anticipating out of pocket or other expenses that you may have.
- Finding the right in-network provider for a medical or behavioral health condition.
- Understanding how to use your prescription plan and communicate with the pharmacist.
- Identify gaps in your care that need to be filled.
- Coordinating a second opinion or referring to a specialist for unresolved problems.
- Locating a provider to conduct a behavioral health or substance abuse evaluation.
- Referral to other services or resources as needed.

MAXIMIZE YOUR BENEFITS

1-888.893.6756
www.hinesassoc.com
Since 1987

Our Experience Works for You.