

Essential Advocate®

Need help with questions about your health? Call Essential Advocate anytime.

While many people look for health information on the internet, you have a better and more reliable choice. You can call Essential Advocate to get answers to your health care questions.

Care coordinators are on staff to take your call 24 hours a day. Knowledgeable health advocates will offer guidance and support — or connect you with a registered nurse to advise you.

You can call and talk with them about any of these matters and more:

- **Health problems or concerns**

Nurses can assist you with minor illnesses and injuries, answer questions about your treatment plans from your doctor or address concerns you might have before or after surgery.

- **Medications**

Ask about medication side effects or drug combinations.

- **Appointment scheduling**

Get assistance setting up appointments with doctors or specialists.

- **Cost and quality research**

Ask for help using our online tools, including cost estimates and quality ratings.

- **Find a provider**

Get help locating a doctor, hospital, urgent care center or other health services.

- **Assisted living or elder care**

Get reliable information about nearby facilities about which you may need more information.

- **Community resources**

Learn what resources may be available in your town or surrounding area.

Start by calling 888-521-2583

The care coordinator will ask you for your name and member ID number. Then you can ask your questions. A care coordinator will connect you with someone who can help you.

Essential Advocate is available to you at no cost as a service of your health plan.

Note: If you are in an emergency situation or have urgent medical needs, please call 911 or go to a hospital emergency room or urgent care center.



South Carolina