

Lockton Nurse Advocate (LNA) Program Overview



Frequently asked questions

WHO ARE BURNS & MCDONNELL'S DEDICATED NURSE ADVOCATES?

Scan the QR Code today to learn more about our dedicated nurse advocates!



WHAT IS THE LOCKTON NURSE ADVOCATE PROGRAM?

The Lockton Nurse Advocate (LNA) Program is dedicated to supporting better health by empowering you to understand and manage your individual health.

THE NURSE ADVOCATE WILL:

- Provide clinical health advocacy and guidance to help you make the most informed healthcare decisions.
- Assist in the navigation of employer-provided programs and resources.
- Provide education to help you better understand your health insurance plan.
- Discuss your current health conditions, medical treatment and any concerns or challenges you are facing, including:
 - Chronic condition management.
 - Mental health resources and support.
 - Medication adherence and affordability assistance.

WILL I BE TALKING TO A REAL NURSE?

Yes, the Nurse Advocate is a professional licensed registered nurse!

WHEN WOULD A NURSE ADVOCATE REACH OUT TO ME?



You accept coaching through the wellness program portal.



You have been screened at risk for metabolic syndrome.



You have had increased health risk.

IS PARTICIPATION IN THE LNA PROGRAM REQUIRED?

Participation is not required; however, it is encouraged. The LNA Program is designed to help reduce confusion and barriers sometimes associated with navigating your medical journey. Engagement with the Nurse Advocate can also earn you wellness program points towards your wellness incentive.

WHAT ARE THE BENEFITS OF PARTICIPATING IN THE LNA PROGRAM?

Participants will walk away with a better understanding of their medical status, including potential health risk, recommended treatment options and additional resources. Participants will also receive support and encouragement from an unbiased health professional.



Appointments are generally available Monday through Friday between 8 a.m. and 4:30 p.m. central time, but alternate arrangements can be discussed.

To schedule your appointment today please scan the QR code above or contact Burns & McDonnell's dedicated nurse advocate contact information below.

bmcdlna@lockton.com
833.518.1630

IF I DO NOT RECEIVE AN OUTREACH CALL, CAN I STILL ENGAGE WITH THE NURSE ADVOCATE?

All employee-owners, spouses and dependents ages 18+ enrolled in the medical plan are welcome to engage with the nurse advocate. The nurse advocate can provide support, encouragement, guidance and expertise for your health and wellness needs.

DOES MY EMPLOYER KNOW IF I ENGAGE IN THE LNA PROGRAM?

Your eligibility for outreach and engagement with the LNA Program is completely confidential and is not shared with your employer. Points awarded to the wellness program will be securely transmitted directly to the wellness administrator and your employer does not have access to information around how you achieve points throughout the program. It will take approximately two weeks after the call for your points to reflect on your wellness program account.

HOW LONG CAN I STAY IN THE PROGRAM?

You can work with the nurse advocate as long as you want! Only the allotted wellness program calls will count toward your wellness incentive, but you can talk to the nurse more often if you choose to do so. For complete program details, please refer to your 2025 wellness program guide.

WHAT INFORMATION DOES THE NURSE ADVOCATE HAVE ACCESS TO?

In order to best advise you about your healthcare decisions and opportunities for improving your health, the Nurse Advocate will access information from your biometric screening as well as medical and pharmacy claims information received from the insurance carrier.

WHO WILL SEE MY HEALTH INFORMATION?

The personal health information (PHI) collected as part of the Lockton Nurse Advocate Program is deemed necessary by wellness administrator and the LNA Program to be able to process and interact with you. Your PHI is kept confidential and private and any information that you share is not shared with anyone at Burns & McDonnell, nor is it shared with the insurance carrier. Burns & McDonnell, as well as Lockton and the Lockton Nurse Advocate Program, strictly adhere to HIPAA, the federal privacy law regarding protection of your PHI.

IS YOUR PHONE CALL RECORDED OR SHARED?

No, your phone call is not recorded, and everything discussed is confidential. Nothing you talk about will be shared.