





Getting help is easy! Here's what to expect








Whether you need help with a healthcare or insurance issue, support to cope with a stressful issue or resources to make your work/life run more smoothly, our compassionate experts are standing by get you the help you need when it's needed most.

Here's what to expect when you reach out:

When you need healthcare help

-  **We quickly get you to the right place.**
 - Gather all the details of your issue
 - Direct you to the right Health Advocate expert for your need
-  **Come prepared.** You may need to:
 - Have handy your medical bill and Explanation of Benefits.
 - To sign our Medical Authorization Release Form, allowing us to work on your behalf to resolve your issue.
-  **How long it takes.** "Turnaround time" depends on the issue. Locating an in-network specialist takes less time than more-in depth issues requiring research and outreach to health plans and providers.
-  **We'll follow up with you until your issue is resolved.** This includes sending email updates. Please note: these secure emails will come from a mailbox named **Health Advocate Follow Up**.

When you need counseling or work/life help

-  **An EAP Professional will begin a brief intake process:**
 - Confirm your contact information
 - Review the confidentiality guidelines and your EAP+Work/Life benefits
-  **Assess for safety concerns,** such as your risk of harm to yourself or others, abuse, drug or alcohol issues
-  **Gather information about your reason for counseling:**
 - Stress, anxiety, depression
 - Family relationships
 - Financial and job pressures
 - Substance abuse
-  **Determine what type of counseling may work best** for you (individual, family or couples) and what counseling options are available
-  **Connect you to the right professional** to begin counseling*
-  **A Work/Life Specialist can help find resources** for childcare, eldercare and more. We can also connect you to a legal or financial specialist for a telephone consultation.

* If you need a higher level of care than outpatient counseling, we will help you explore options.



Remember, we're here for you for any issue, start to finish, to make your life happier, healthier, and easier. You, your spouse, dependents, parents and parents-in-law are all eligible for the Health Advocate service. **Help is available 24/7.**



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Call • Email • Message • Live Chat 

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