



Whether you need support to cope with a stressful issue or resources to make your work/life run more smoothly, Health Advocate's experts are standing by to help. **Here's what to expect when you reach out:**

When You Need Counseling Support



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, domestic violence, abuse, drug or alcohol issues



Gather information about your reason for requesting counseling such as:

- Stress, anxiety, depression
- Family, relationship, and parenting issues
- Financial and job pressures
- Grief, loss and anger
- 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 sessions*

When You Need Work/Life Resources



An EAP Work/Life specialist will gather information about your need for childcare, summer camps, after-school care, eldercare, special needs, legal or financial resources, relocation support and more



Find local resources that meet your needs and check for availability



Connect you to a legal or financial specialist for a telephone consultation, if needed

Remember, you, your spouse, dependents, parents and parents-in-law are all eligible for the Health Advocate service.

In a crisis, help is available 24/7.

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



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