



Your health  
is important  
We're here to help

Your employer has partnered with Health Advocate to offer you personalized support to improve your health and well-being, all at no cost to you!

**This guide contains an overview of the many ways we can help.**

**HealthAdvocate<sup>SM</sup>**



## Expert help when you need it most

Your Health Advocate services give you access to experts who can support you in handling a wide range of healthcare issues and help you work through personal, family or work issues. **We'll get to the heart of your issue, no matter how complex.**

### We'll help you:



**Quickly connect** to all of your benefits



**Understand how your benefits work** and clarify copays and deductibles



Get answers to your **insurance and claims questions** and resolve **billing issues**



Identify **emotional and mental health issues** and find **strategies to cope** with the help of an EAP Professional



Access more **long-term help** from a qualified professional, if needed



Connect with specialists for help with **work/life balance, legal and financial issues**

# Connect with us no matter where you are

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Visit our website or app to learn more about your Health Advocate services. Plus...



Compassionate support over the **phone** when you need it most



Participate in **virtual counseling**



Work with a counselor in **face-to-face sessions**



Get up-to-date **benefits and insurance information**



Explore **webinars, online courses and articles** on a variety of emotional health topics



Visit the **Personalized Legal, Financial Fitness and Communications** centers

[HealthAdvocate.com/members](https://www.healthadvocate.com/members)



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## We support the whole family

Our services are available to employees, spouses, dependents, parents and parents-in-law at **no cost to you.**



### In our members' words

“You took away so many of my worries. Thank you for your expertise, empathy and compassion. It made all the difference.”

Quickly reach us any way  
you like — by phone, email,  
online or our mobile app.



**866.799.2691**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)



Web: [HealthAdvocate.com/members](https://HealthAdvocate.com/members)

#### We're here when you need us most

Your Health Advocate Employee Assistance Program can be accessed 24/7/365. For all other services, our regular business hours are Monday through Friday, 8 AM to 10 PM Eastern Time. After-hours and weekend calls are handled by our backup call center. Cases started off-hours are sent to Health Advocate for resolution during normal business hours.

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#### We're not an insurance company

Health Advocate is not a direct medical care provider and is not affiliated with any insurance company or third party provider.

#### Your privacy is protected

Our staff carefully follows protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.