

Get Started

Welcome to your Health Advocate 2-in-1 Benefit

Your Healthcare Help plus EAP and Work/Life benefit, provided free by your organization, offers two main features to help you and your family with healthcare-related and personal and work/life issues.

Feature 1

Healthcare Help

What is Healthcare Help? When is it available?

Healthcare Help provides personalized assistance to help you and your family navigate the complexities of the healthcare system.

Healthcare Help can be accessed 24/7. Normal business hours are Monday-Friday, between 8 a.m. and 9 p.m. Eastern Time. After hours and during weekends, staff is available for assistance.

What does it do and how much does it cost?

A medical or benefits or claims expert can help you with complex conditions, find specialists, address eldercare issues, clarify insurance coverage, work on claims denials, help negotiate medical bills and more. This is a benefit provided to you by your employer and costs you absolutely nothing.

Who can use it? How does it work?

If you have a healthcare or insurance-related issue call our toll-free number. You'll be assigned a Personal Health Advocate (PHA), who works with you one-on-one to find solutions to time-consuming issues, such as sorting out billing concerns, finding qualified doctors, transferring medical records, finding eldercare and more.

Healthcare Help is available to all eligible employees, their spouses, dependent children, parents and parents-in-law. If you have a question about who is covered for services, simply call us.

What about confidentiality?

Personally identifiable information relative to your discussions with a Personal Health Advocate will not be revealed to anyone without your specific written permission or as otherwise permitted by law. Your contact with Health Advocate is strictly confidential and is covered under the Federal Privacy Act of 1988.

Reasons to call

Find the right doctors, hospitals

Schedule tests, appointments

Locate eldercare services

Secure second opinions

Untangle claims

Correct billing errors

Navigate your insurance plan

Explain conditions, treatments

Help you make informed decisions

Just call: 866.799.2728



HEALTH
Advocate™

Feature 2

EAP+Work/Life

What is EAP and Work/Life? When is it available?

EAP and Work/Life is an integrated counseling and referral service available 24 hours a day.

EAP and Work/Life is designed to help you lead a happier and more productive life at home and at work. All of us have experienced some type of personal problem, concern or emotional crisis at one time or another. Balancing the needs of work, family and personal responsibilities isn't always easy.

What does it do and how much does it cost?

EAP and Work/Life provides a professional counselor to listen and 1.) help define the problem clearly, 2.) assess the type of help needed, 3.) either provide the required help or make the most appropriate, cost-effective referral for you. This is a benefit provided to you by your employer and costs you absolutely nothing... Your only investment is your time.

Who can use it? How does it work?

Simply pick up the phone and dial 866.799.2728 (toll-free) and speak to a counselor or visit online at www.HealthAdvocate.com/eap to access EAP or Work/Life services.

EAP and Work/Life is available to all eligible employees, their spouses and dependent children. If you have a question about who is covered for services, simply call us.

What about confidentiality?

Personally identifiable information relative to your discussions with an EAP counselor or Work/Life representative will not be revealed to anyone without your specific written permission or as otherwise permitted by law. Your contact Health Advocate is strictly confidential and is covered under the Federal Privacy Act of 1988.

Reasons to call

- Temporary setbacks in life
- Stress
- Divorce/Separation
- Parenting
- Emotional issues
- Child care issues
- Elder care issues
- Legal and Financial
- Depression
- Interpersonal conflicts
- Substance abuse
- Anger
- Grief and Loss
- Marital or Family problems

A professional counselor is available to provide fast, confidential service 24 hours a day.

Just call: 866.799.2728

Work/Life resources
www.HealthAdvocate.com/eap

