





# 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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