





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***

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

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.



866.799.2728

Email: answers@HealthAdvocate.com



Web: HealthAdvocate.com/members

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