



## Helping you navigate to better health



Health Advocate, a service provided by your employer at no cost, can help you and your family navigate the healthcare system, improve mental health, better balance work and life, resolve healthcare and insurance issues, and get the right care at the right time.

### How does Health Advocate help?

#### Navigating the Healthcare System

- **Get answers to your insurance and claims questions** and resolve billing issues
- **Find the right in-network doctors**, make appointments and transfer medical records
- **Make informed decisions about medical conditions** and diagnoses
- **Find and explore the latest treatment options** and arrange second opinions

#### Connecting to Emotional Support

- **Identify emotional and mental health issues** and find strategies to cope through support from an Employee Assistance Program Professional
- **Access more long-term help** from a qualified professional, if needed
- **Locate the right support resources** such as childcare, eldercare and more
- **Connect with specialists** for help with work/life balance, legal and financial issues

### How do I use Health Advocate?

#### Just Call Us to Reach an Expert

- 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.

#### Or Go Online For More Resources

- **Connect with a Health Advocate expert**
- **View important news alerts**
- **Open a case**, download forms and view your case status
- **Explore webinars**, online courses, and articles on a variety of well-being topics
- **Complete checklists** and take self-assessments to learn more about issues that impact you
- **Visit the Personalized Legal Center**, Financial Fitness Center and Mindfulness page

## Your family can use these services, and everyone's privacy is protected.

Health Advocate is available to employees, spouses/partners, dependent children, parents and parents-in-law. Your medical and personal information is kept strictly confidential. Our staff carefully follows protocols and complies with all government privacy standards.



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