

Get Started

Welcome to Your Health Advocate All-in-1 Benefit

Your Healthcare Help and EAP+Work/Life benefit, provided free by your employer or plan sponsor, helps you and your family with healthcare-related problems, and personal and work/life issues.

Feature 1

Healthcare Help

What is Healthcare Help?

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

When is it available?

You can access the program 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

What does it do?

A Personal Health Advocate can help you with a full range of healthcare and insurance-related issues to save you time, money and worry.

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, 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.

Our **Health Cost Estimator™** service helps you compare costs of common medical procedures. Call us and we can give you the cost information you need, so you can make an informed decision.

Who can use it?

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

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



Getting Started: Your Health Advocate All-in-1 Benefit

Feature 2

EAP+Work/Life

What is EAP and Work/Life?

The EAP and Work/Life program 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. Our program offers the right support at the right time.

When is it available?

The program is available 24/7.

What does it do?

The EAP and Work/Life program provides a professional counselor to listen and 1) help define the problem clearly, 2) assess the type of help needed, and 3) either provide the required help or make the most appropriate, cost-effective referral for you.

How does it work?

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

Who can use it?

The EAP and Work/Life program is available to you, your spouse, dependent children, parents and parents-in-law.

Reasons to call

- Stress, depression, anxiety
- Marital relationships
- Family issues
- Parenting issues
- Work conflicts
- Anger, grief and loss
- Drug and alcohol abuse
- Eldercare, childcare
- Legal concerns
- Financial issues
- Time management
- Adoption...and more

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

Just call: 866.799.2728

Work/Life Resources:
www.HealthAdvocate.com/members

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