Getting Help Is Easy! Here's What to Expect

Whether you need support to cope with a stressful issue or resources to make your work/life run more smoothly, Health Advocate's compassionate experts are standing to get you the help you need when you need it most.
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

Helping you no matter what

We're here for you for any issue, start to finish, every time to make your life happier, healthier, and easier. Our whole-person support extends to caring for the whole family. This means you, your spouse, dependent children, parents and parents-in-law can all use the Health Advocate services.

In a crisis, help is available 24/7.

866.799.2728
answers@healthadvocate.com
www.HealthAdvocate.com/ceha

Registration code: SMJSELW

Call • Email • Message • Live Chat

We're not an insurance company. Health Advocate is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider. ©2026 Health Advocate HA-M-2401052-1.1FLY

HealthAdvocate℠