



Your health  
is important  
**We're here to help**

Your employer has partnered with Health Advocate to offer you personalized support to improve your health and well-being, all at no cost to you!

**This guide contains an overview of the many ways we can help.**

**HealthAdvocate<sup>SM</sup>**



## Expert help when you need it most

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Your Health Advocate services give you access to experts who can support you in handling a wide range of healthcare and issues and help you work through personal, family or work issues. **We'll get to the heart of your issue, no matter how complex.**

### We'll help you:



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



Identify **emotional and mental health issues** and find **strategies to cope**



Access more **long-term help** from a qualified professional, if needed



Connect with specialists for help with **work/life balance** and **legal and financial issues**

# Connect with us no matter where you are

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Visit our website or app to learn more about your Health Advocate services. Plus...



**Instantly interact** with a Health Advocate expert



Access a **digital cognitive behavioral therapy (dCBT)** program to help improve your emotional fitness



Explore **webinars, online courses and articles** on a variety of emotional health topics



Visit the **Personalized Legal Center, Financial Fitness Center** and **Mindfulness** page



**Open a case** and download forms, view your case status

[HealthAdvocate.com/members](https://HealthAdvocate.com/members)



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## We support the whole family

Our services are available to employees, spouses, dependents, parents and parents-in-law at **no cost to you.**



### In our members' words

"You took away so many of my worries.  
Thank you for your expertise, empathy and  
compassion. It made all the difference."

**Quickly reach us any way  
you like** — by phone, email,  
online or our mobile app.



**866.799.2728**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)



Web: [HealthAdvocate.com/members](https://HealthAdvocate.com/members)

#### **We're here when you need us most**

Your Health Advocate services can be accessed 24/7. Normal hours of operation are Monday - Friday from 8 AM to 10 PM Eastern Time. Staff is available for assistance after hours and on weekends. In a crisis, help is available 24/7.

#### **We're not an insurance company**

Health Advocate is not a direct medical care provider and is not affiliated with any insurance company or third party provider.

#### **Your privacy is protected**

Our staff carefully follows protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.