

Member
Wallet Cards



HealthAdvocate™



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HealthAdvocate™ Member Website

Your password-protected customized Health Advocate member website makes it easy to access all your benefits and take advantage of your online tools.

Go to HealthAdvocate.com/members

Sign in, and click on the features:



Health Advocacy

- ✓ Read about all the issues we address
- ✓ Learn how we can help you
- ✓ Access communication materials



EAP+Work/Life

- ✓ View monthly online webinars
- ✓ Locate important support resources
- ✓ Read authoritative articles



Always at Your Side

We're here when you need us most

Your Health Advocate benefit is available 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm, Eastern Time. Staff is available for assistance after hours and on weekends.

There is no cost to use our service

Your employer or plan sponsor offers your Health Advocate benefit at no cost to you.

Your privacy is protected

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

Easy to Reach



24/7 Support 866.799.2728



Email: answers@HealthAdvocate.com
Web: HealthAdvocate.com/members

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate complies with all government privacy standards. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment.

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HealthAdvocate™

Welcome

To Your All-in-1 Health Advocate Benefit

Health Advocate is a service provided by your employer or plan sponsor, at no cost to you. It can help you and your eligible family members resolve healthcare and insurance-related issues, and balance your work and life. **We look forward to serving you!**

Help is Only a
Phone Call Away!



HealthAdvocate™
Always at your side

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Help is Only a Phone Call Away

Health Advocacy

Unlimited, confidential access to a Personal Health Advocate, typically a registered nurse supported by medical directors and benefits and claims specialists, who can get to the bottom of a wide variety of healthcare and insurance-related issues.

Your Personal Health Advocate can help you and your family:

- Find the right doctors, hospitals and other providers
- Schedule tests and appointments
- Secure second opinions
- Explain benefits coverage and health conditions
- Research the latest treatments
- Resolve billing and claims issues
- Locate eldercare services
- Make informed decisions
- Save you time, money and worry

During your very first call, you will be:

- Assigned a Personal Health Advocate
- Asked for necessary background information
- Informed of all the ways Health Advocate can help
- Assured that your question, problem or request will be addressed, no matter how long it takes



EAP+Work/Life™

Your EAP+Work/Life benefit gives you confidential access to a Licensed Professional Counselor (unlimited phone consultations, and up to 3 in-person visits per issue) or Work/Life Specialist, who can provide short-term assistance with the temporary setbacks in life.

Get help 24/7 with personal, family and work issues such as:

- Grief, loss, depression; relationship issues, divorce
- Job stress, burnout, work/life balance
- New baby, adoption, eldercare
- Financial and legal issues, retirement, identity theft
- Addiction, eating disorders, mental illness

In a crisis, emergency help is available 24/7.

Who is covered?

Health Advocacy is available to eligible employees, their spouses or domestic partners, dependent children, parents and parents-in-law.*

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*Some restrictions apply.

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