



## Life has its challenges We're here to help

In challenging times, it can be helpful to talk to someone for support and resources. **You and your family members have access to a Licensed Counselor who will listen and provide emotional support and coping tips for personal, family and work issues, at no cost to you.**

### How It Works

**Your first call starts the brief intake process. The Counselor will:**

- **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**
- **Determine what type of counseling may work best for you (individual, family or couples)\***
- **Review what counseling options are available**
- **Help connect you to the right counselor for your needs to begin counseling sessions**
- **If needed, put you in touch with the Work/Life services for help with financial or legal issues, childcare, eldercare and for finding other resources**

\*If you may need a higher level of care than outpatient counseling, your Counselor will help you explore options.

### We can help with:

- **Stress, anxiety, depression**
- **Family, relationship, and parenting issues**
- **Financial and job pressures**
- **Grief, loss, and anger**
- **Substance abuse**

...Plus we can find local resources for childcare, eldercare and more

Remember, you, your spouse, dependents, parents and parents-in-law are all eligible for the Health Advocate service.

In a crisis, help is available 24/7.

**Turn to us at any time!**



**877-240-6863**

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



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

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