

# 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.**



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Call • Email • Message • Live Chat 

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

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