

# Health Advocate Employee Assistance Program (EAP)

Advice, support and online resources on important life matters such as preparing for new baby, getting into shape, and getting out of debt.

## Counseling Sessions

Your program offers up to **three counseling sessions** for each issue that each eligible person wants to address. Sessions can be in person, on the phone, through video or by text.

## EAP services can help with:

- Depression, grief, loss and emotional well-being
- Family, marital and other relationship issues
- Life improvement and goal-setting
- Addictions such as alcohol and drug abuse
- Stress or anxiety with work or family
- Financial and legal concerns
- Identity theft resolution
- Online will preparation and other legal documents

## How Referrals Work

- Life-threatening emergencies have appropriate care coordinated upon initial contact.
- Urgent appointments are offered and available within 24 hours.
- Routine appointments are offered and available within five business days.

## A Network of Qualified Providers

- National network of more than 62,000 providers
- Network in place for over 30 years
- Open-panel policy (no closed networks)

## Standards for Clinical Providers

- Minimum of a master's degree
- State licensure

## Consistent Support

A master's level counselor coordinates your telephone intake, case management and follow up to ensure continuity of care.

## Legal Services

**EAP can connect you with resources to help with legal issues.**

- Nationwide panel of attorneys
- Up to 30-minute free face-to-face or telephone consultation for each separate legal matter
- 25% discount if you retain an in-network attorney
- Coverage for most legal issues, including civil, personal/family, credit, elder law, tax law, real estate and estate planning
- Online will preparation and other legal documents

888.293.6948 (phone)  
For TTY services dial 711  
[answers@healthadvocate.com](mailto:answers@healthadvocate.com)  
[healthadvocate.com/standard3](http://healthadvocate.com/standard3)

## Financial Services

**EAP provides support to help with financial concerns.**

- Up to 30-minute free financial counseling session for each issue from Certified Consumer Credit Counselors, Certified Credit Report Reviewers and financial planners
- Identity theft consultations and free identity theft kit if your identity has been stolen

## Get the EAP Mobile App

- 1 Visit Google Play or the App Store.
- 2 Find the EAP Mobile App.
- 3 Choose *The Standard – EAP – 3 Visits*.

## Money Management

- Spending habits
- Budgeting strategies
- Managing credit
- Managing debt
- Debt consolidation
- Financial planning information
- Goal setting
- Credit report and credit score issues
- Homeownership and other personal finance issues

