



# Real People, Real Stories

## Resolving Problems Early

Dale and his wife were constantly arguing about parenting their troubled teenage son, making it difficult to focus at work. The Health Advocate Licensed Professional Counselor helped the couple explore effective solutions and located support services, easing family tensions and improving Dale's ability to concentrate.

We can help.

Turn to us—we can help.



**877.240.6863**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web: [HealthAdvocate.com/members](http://HealthAdvocate.com/members)

Download the app today!



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

Your Health Advocate benefit can be accessed 24/7. Normal business hours are Monday - Friday, from 8 am to 12 am (midnight), 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.

### We're not an insurance company

West's Health Advocate's Solutions 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.

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# Welcome

to Your New Health Advocate Benefit

All of us have experienced some type of personal problem, concern or emotional crisis at one time or another. The Health Advocate EAP+Work/Life program, offered to you at no cost by your employer or plan sponsor, gives you access to a Licensed Professional Counselor or Work/Life Specialist for help with personal, family, and work issues.



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

# Help is only a phone call away

## Employee Assistance

Your employee assistance program (EAP) is designed to help you lead a happier and more productive life at home and at work. Call for confidential access to a Licensed Professional Counselor who will help you define the problem clearly and assist you.

### Get unlimited help with personal, family, and work issues such as:

- Stress, depression, anxiety
- Relationship issues, divorce
- Job stress, work conflicts
- Family and parenting problems
- Anger, grief and loss
- Addiction, eating disorders, mental illness
- And more!

Your counselor will either address your concerns during your sessions, or will refer you to appropriate licensed professionals, counselors or community resources for long-term help.

### Who is covered?

Health Advocate is available to eligible employees, their spouses, dependent children, parents and parents-in-law.



## Work/Life Balance

You can also reach out to a specialist for help with balancing work and life issues. Just call and one of our Work/Life Specialists can answer your questions as well as put you in touch with resources in the following areas...

### Childcare Services

- Childcare centers
- Babysitter tips
- Family-run child care homes
- Community resources
- Nanny agencies
- Pre-schools

### Eldercare Services

- Assisted living
- Nursing homes
- Independent living
- Adult day care services
- Geriatric care managers
- Adults with disabilities

### Legal Services

- Personal/family elder law
- Real estate
- Identity theft

### Financial Services

- Debt management
- Budgeting
- Credit report issue

we make healthcare **easier**

- Short-term counseling
- Work/life balance support
- Address mental health
- Find childcare, eldercare



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