

# Health Advocate **EAP+Work/Life**<sup>™</sup>





# Real-life help

## **Health Advocate EAP+Work/Life offers full support, full productivity and greater savings on healthcare costs.**

Employees do not always leave their personal problems in the parking lot when they come to work. They can be burdened by depression, family conflicts, substance abuse, mounting debt or worry over finding services for an elderly parent. Trying to navigate the complex healthcare system to find a qualified doctor or untangle a medical bill adds another layer of stress.

These issues can escalate and result in lowered productivity and morale, and increased absenteeism, turnover, accidents, compensation claims, and healthcare costs.

Health Advocate offers a unique, comprehensive solution. Our add-on EAP+Work/Life program provides employees with early and effective professional counseling and work/life support, fully integrated with our Core Advocacy personalized help to navigate healthcare. All through one number.

**No employee falls through the cracks, management is supported, and risks and costs are reduced.**



**HEALTH**  
*Advocate*<sup>™</sup>

# It starts with **Core Advocacy**, then add...

**Health Advocate, Inc., the nation's leading independent healthcare advocacy and assistance company,**

offers a spectrum of time- and money-saving solutions to help employers and employees successfully navigate the healthcare system.

The Core Advocacy service is organized around a team of highly trained Personal Health Advocates (PHAs)—typically registered nurses, supported by medical directors and benefits and claims specialists. When employees call the toll-free number for help with a clinical or

insurance-related issue, their assigned PHA conducts any required research, handles the paperwork, and interacts with insurance plans and providers to help resolve the problem, no matter how long it takes.

PHAs can help locate qualified doctors, find eldercare, decipher claims, untangle medical bills, negotiate fees, provide cost estimates for common procedures and more. This one-on-one help saves time and money, increases employee productivity, reduces medical claims, eases the burden on the human resources staff and provides a host of other benefits.



# ...Health Advocate **EAP+Work/Life™**

## **Extra Level of Support. Extra Value.**

Health Advocate's Employee Assistance and Work/Life Program is a comprehensive, add-on solution to help employees who need short-term counseling and work/life services, even when facing a personal crisis. The service also provides a range of organizational services to assist managers and human resources staff with sensitive employee issues, clarify EAP benefits and coverage stipulations, and consult on critical incidence planning.

Value is added by the unique integration with Health Advocacy's Core Advocacy service.

## **How it works.**

Employees can call Health Advocate's toll-free number for confidential, short-term telephonic or in-person professional counseling for a full range of emotional, family and work-related issues. If needed, the employee can be referred to ongoing treatment or special care.

Employees can also call the same number for one-on-one help to locate work/life services for concerns across the lifespan, from adoption to eldercare. They have the option of logging on to the website to search for informative articles and provider databases on a range of topics.

As needed—and through the same number—employees can get in-depth help to resolve healthcare and insurance-related issues, from an assigned PHA.

## **Full Service. Action-Oriented.**

### **Features of the Health Advocate EAP+Work/Life program include:**

#### **Telephonic or in-person counseling.**

Our licensed, professional EAP counselors carefully listen, evaluate the employee's needs and offer short-term counseling focused on coping strategies. Counselors address marital difficulties, alcohol and drug abuse, family/parenting issues, stress management, grief and loss, depression and other emotional problems. Appropriate referrals are provided for long-term counseling or specialized care.

**Work/Life services.** Employees can call a work/life specialist, who will identify appropriate resources to help them better balance the demands of work, family and other aspects of their lives. More than simply providing a list of resources, our work/life specialists do the legwork to track them down and make the calls to confirm availability of any services needed. The work/life feature addresses: child care and eldercare, legal and financial counseling, identity theft resolution, and more.

**Access to work/life website.** Employees can log on to search up-to-date resources and provider databases for a variety of needs, including summer camps, pet sitters and attorneys. Spanish content is provided.

**Webinars and onsite seminars.** Informational sessions address a variety of topics, such as time management strategies aimed to help reduce stress and promote greater well-being.

#### **Organizational services for managers.**

Health Advocate EAP professionals are available for unlimited consultations for help identifying and dealing with difficult employees, critical incidence planning, conflict resolution, threat assessment, disability management, violence prevention, and DFWP Substance Abuse Management Training. Reports on the effectiveness of the Health Advocate EAP+Work/Life program are also provided.

#### **Orientation and informational meetings.**

A range of employee and employer orientation and presentation packages are available to keep employees and managers informed about key topics.

#### **Seamless integration with Core Advocacy.**

Employees have unlimited access to a Personal Health Advocate (PHA) for personalized help to resolve a range of clinical, administrative and insurance-related issues.

**Turnkey communications.** A full range of ongoing print and electronic communications materials help introduce, educate and remind employees of the program.

## Employees benefit by achieving better work/life balance.

- **Easy**—just one toll-free phone number to remember
- **Comforting**—available 24/7, 365 days a year, by phone, online or in person
- **Comprehensive**—assistance for virtually any personal, work/life or healthcare and insurance-related problem

## Employers benefit from a more productive workforce

- Intervenes and resolves issues in earliest stages
- Reduces the need for more costly mental health services and overuse of the ER
- Unlimited manager consultations to address workplace productivity issues
- Decreased turnover and absences
- Reduced accidents; fewer worker compensation claims
- Greater employee retention
- Fewer labor disputes

## Health Advocate's Competitive Edge: Advocacy plus EAP+Work/Life

- A high-quality, customer-driven organization
- One-source service access
- Plan flexibility
- Objective clinical assessments
- Organizational integrated model of delivery
- Smoothly integrates with Core Advocacy service

## Get started today

**Maximize the value of your benefits with Health Advocate.**

If you already have Health Advocate, we would be happy to tell you more about adding our EAP+Work/Life program. Or, if you do not currently offer Health Advocate, we would like an opportunity to introduce you to both our Core Advocacy service and our add-on EAP+Work/Life program.

### Contact us at:

Health Advocate

1-866-385-8033, prompt #2 (toll-free)

Or, send an email to:

[info@HealthAdvocate.com](mailto:info@HealthAdvocate.com)





# The Total **Solution**

## Core Advocacy

- Personal Health Advocates handle a range of clinical and healthcare insurance issues
- Interacts with providers and insurance
- Gets the right answers at the right time



## Complementary Solutions

- Benefits Gateway™ and Health Information Dashboard™
- Wellness Advocate™
- EAP+Work/Life™
- Personalized Health Messaging™
- Tobacco Cessation™
- NurseLine™
- Medical Bill Saver™
- MedChoice Support™
- Enrollment Advocate™
- FMLA Support™
- Independent Appeals Administration™
- External Appeals Administration™

## About Health Advocate

Health Advocate™, Inc., the nation's leading independent healthcare advocacy and assistance company, serves more than 8,000 clients including the nation's leading companies—providing more than 22 million Americans with expert, personalized help to resolve healthcare and insurance-related issues. The company offers a spectrum of add-on time- and money-saving solutions designed for both employers and employees.

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