

# Virtual Support

Connect with a Licensed Counselor anywhere, anytime.



## Frequently Asked Questions

### What is Health Advocate Virtual Support?

The Health Advocate Virtual Support program offers easy access to a Licensed Counselor via video for help with personal, family and work/life issues—anytime, anywhere.

### How do I get started?

- Call the EAP to get started
- Or, go to the **EAP: Life & Work** member website

### Is the online platform/app secure?

Yes. Our technology is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA).

### Will I always have the same Counselor?

Yes. You will maintain an ongoing relationship with the same Counselor unless you request a change.

### Is Virtual Support confidential?

Yes. Health Advocate will not share your information with your organization.

### Who is eligible to use Virtual Support?

Virtual Support is available to employees, spouses, dependents, parents and parents-in-law. Individual and counseling for children, ages 13+, is available.



HIPAA-Compliant



Easy Access

**Virtual Support is not a crisis hotline. Anyone requiring immediate assistance is encouraged to access emergency services** (such as 911 or other resources), contact local authorities, or call the **988 Suicide & Crisis Lifeline**.



**866.799.2691**

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