

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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HealthAdvocate.com/COLB

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 **HealthAdvocate**SM

Caring for you in all ways. Always.™

Health Advocate is here to help you and your family with any health or well-being issues. You get access to experts who will do the work to ensure that you get the right information and assistance at the right time. We're here for you no matter what, to help with anything you need anytime you need it, in the language and communication channel you're most comfortable using.



Access confidential support for mental and emotional health needs

- Learn what counseling options are available and which type may work best for you: phone, in-person or virtual
- Find long-term help from qualified professionals and treatment centers

Build skills to better cope with the challenges in your life

- Work through issues that impact your life and well-being, like relationship and family conflicts, stress, anxiety, depression, substance abuse, and more
- Develop a plan to feel happier, healthier, and more in control

Get resources to help you better balance work and life

- Locate the right resources for help, including childcare, eldercare, relocation support, time management, and more
- Get guidance from specialists for legal and financial issues

Get help anytime, anywhere online or through our mobile app

- Quickly connect with an advocate in real time through chat
- Explore webinars, online courses, and articles on a variety of mental and emotional health topics



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