



HealthAdvocate™



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# Real People, Real Stories


**“I got the right support at a tough time.”**

**Don received a difficult diagnosis and dealing with it was affecting his work.**



Health Advocate helped clarify his diagnosis, lined up a specialist for a second opinion and provided short-term counseling to help him with coping strategies.



Turn to us—we can help.

 **866.799.2728**  
 Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
 Web: [HealthAdvocate.com/columbuscityschools](http://HealthAdvocate.com/columbuscityschools)

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 10 pm, Eastern Time (ET). 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**

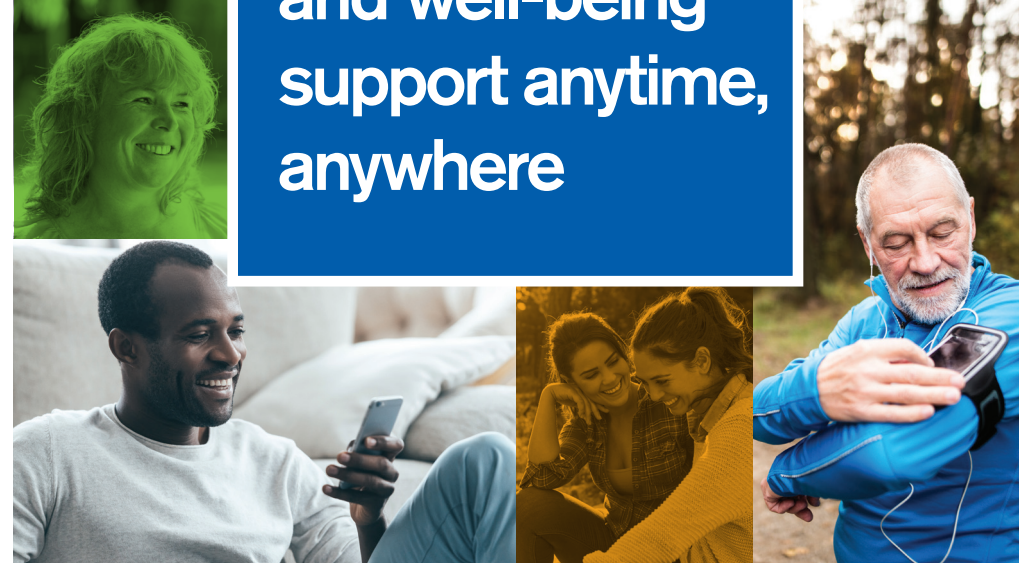
Health Advocate is not affiliated with any insurance or third party provider, and does not replace health insurance coverage, provide medical care or recommend treatment.

**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.



Welcome to Health Advocate  
**Personal health and well-being support anytime, anywhere**



**Our experts make healthcare easier** by supporting you and your eligible family members with a wide range of health and insurance-related issues.



# Welcome to Health Advocate

This guide contains an overview of the many ways we can help. Call the toll-free number anytime for **one-on-one, confidential support.**



## Expert healthcare help

Our Personal Health Advocates can help you get to the right care at the right time and resolve a wide range of issues. They can:

- **Support medical issues**, from common to complex
- **Answer questions** about diagnoses and treatments
- **Research** the latest treatment options
- **Coordinate services** related to all aspects of your care
- **Find the right in-network doctors** and make appointments
- **Coordinate second opinions** and transfer medical records
- **Research** and locate eldercare services
- **Resolve insurance claims** and medical billing issues

And much more

Quickly reach us any time you like — by phone, email and secure messaging.



Easy access to your customized website and mobile app for articles, tips, tools and more!



## Confidential help with personal issues

Our Licensed Professional Counselors and Work/Life Specialists can help with personal, family and work-related issues. If needed, we can refer you to qualified professionals for more long-term support. In a crisis, help is available 24/7.

- **Relationship/family issues**, parenting
- **Job concerns**, burnout, coworker conflicts
- **Depression**, anxiety, anger, grief, loss, addiction, substance abuse
- **Find services for childcare and eldercare**
- **Legal/financial consultation** and services

### Who is covered?

Health Advocate is available to employees, spouses, dependents, parents and parents-in-law.

## We make healthcare easier

- Expert healthcare help
- Confidential counseling
- Research treatments
- Work/life balance support



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