



# MyHelp

Connect with a confidential support  
anywhere, anytime.



## Frequently Asked Questions

### What is Health Advocate MyHelp?

**MyHelp makes it easy to get help** with personal, family and work/life balance issues.

### How do I get started?

Simply call the toll-free number below.  
A Care Manager will complete a brief assessment.

### 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 MyHelp confidential?

**Yes.** Health Advocate will not share your information with your organization. In order to protect confidentiality according to HIPAA, we do require every user to submit emergency contact information, which is only accessed according to safety and reporting mandates.

### Who is eligible to use MyHelp?

**MyHelp** is available to employees, spouses, dependents, parents and parents-in-law. Individual, couples and teen counseling (ages 13+) are available.



 **Easy Access**

 **HIPAA-Compliant**

**MyHelp 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 National Suicide Prevention Lifeline (1-800-273-8255).



**877-240-6863**

Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)



Web: [HealthAdvocate.com/members](https://HealthAdvocate.com/members)

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