



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

Web: 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.



HealthAdvocate™

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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