

# Frequently Asked Questions

# MyHelp

Text a Licensed Counselor  
anywhere, anytime.

## What is Health Advocate MyHelp?

Health Advocate's **MyHelp** offers easy access to a **Licensed Counselor** in lieu of face-to-face counseling for personal, family and work/life issues via text messaging. You can send messages via your web browser or mobile app—anytime, anywhere.

## Is the online platform/app secure?

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

## 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.

## Will I always have the same Counselor?

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

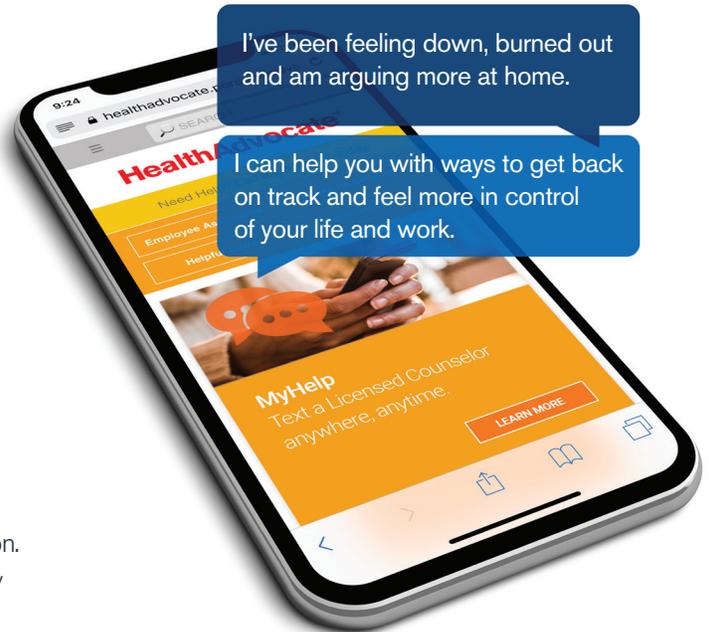
## When will my Counselor respond?

You can reach out to your Counselor as often as you need to (and at any time of day), and expect to hear back from your Counselor within one working day, during their business hours, five days per week.

## Who is eligible to use MyHelp?

**MyHelp** is available to anyone 18 and older and includes employees, spouses, dependent children, parents and parents-in-law.

**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).



**HIPAA Compliant**



**Send messages online or via mobile app**



**Available to employees and family members 18 and older**



**We're not an insurance company.** Health Advocate is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider.  
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Call Health Advocate to get started:



**HealthAdvocate**<sup>SM</sup>