



# 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 and phone 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 **Request Help** on 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.

**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**.

### Is Virtual Support 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 Virtual Support ?

**Virtual Support** is available to employees, spouses, dependents, parents and parents-in-law. Individual and counseling for children, ages 18+, is available.



**HIPAA-Compliant**



**Easy Access**

