

MyHelp

Connect with a
Licensed Counselor
anywhere, anytime.



Frequently Asked Questions

What is Health Advocate MyHelp?

MyHelp offers easy access to a Licensed Counselor via texting, phone, chat and video for help with personal, family and work/life issues—anytime, anywhere.

How do I get started?

Simply call the EAP number listed below. A Care Manager will conduct 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.

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).

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.



HIPAA-Compliant



Easy Access



877.240.6863

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