

# What to expect when accessing EAP counseling online



You can contact the Employee Assistance Program (EAP) for support with issues such as stress, anxiety, depression, grief, substance use, and family or relationship concerns. For convenient, caring support, you can go online to access virtual therapy. It's quick to get started, with easy access and flexible scheduling to make getting the support you need simple and available when you're ready.

Connect online  
or via the app

Call • Email • Message • Live Chat 



855.556.2065

answers@HealthAdvocate.com

HealthAdvocate.com/StateofDE

Registration code: StateofDE

## Take these steps to access support

1

Log in to the website or app and select  
EAP: Life & Work Home.

2

Scroll to **Connect to virtual therapy** and click **Begin here**.

3

You'll be directed to **Tava**, our virtual counseling platform.

4

Follow the prompts to create your account.

5

(Optional) Enter your health insurance info to check  
if your therapist is in-network for continued care after  
using your allotted EAP sessions.

6

Complete a virtual assessment about your needs  
and how you're feeling.

7

Indicate your therapist preferences and  
schedule your appointment.

8

Enter a credit/debit card (you will only be charged for  
no-shows or late cancellations).

9

You'll receive a confirmation email containing a link to  
join your counseling session at your scheduled time.

