

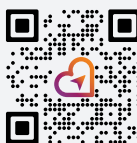
What to expect when contacting the EAP



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. The EAP also helps with referrals for work/life needs like childcare, eldercare, and legal and financial consultations.

**Connect with an
EAP Care Manager**

Call • Email • Message • Live Chat 



855.556.2065

answers@HealthAdvocate.com

HealthAdvocate.com/StateofDE

Registration code: StateofDE

Take these steps to access support

1

Contact Health Advocate
to connect with an EAP Care Manager.

2

Start with a brief intake.
The Care Manager will confirm contact information, explain confidentiality, and review Life & Work benefits.

3

Get a personalized assessment.
The Care Manager will discuss your needs, what you're feeling, how it's affecting your daily life, and check for safety concerns like risk of harm, abuse, or substance use.

4

Receive the support you need.
You'll get personalized recommendations, referrals to work/life resources, and short-term counseling options for individuals, couples, or families.

5

Discuss counseling options.
For in-person support, you'll be referred to a counselor with confirmed availability within 2–3 business days.
For virtual support, you'll be provided a link to select and schedule your appointment online.

6

Continue receiving support.
The Care Manager will follow up to ensure you are getting the help you need and offer additional support.

