



Your health
is important
We're here to help

Penn has partnered with Health Advocate to offer you personalized support to improve your health and well-being, all at no cost to you!

This guide contains an overview of the many ways we can help.







HealthAdvocateSM



Expert help when you need it most

Your Health Advocate services give you access to experts who can support you in handling a wide range of healthcare issues and help you work through personal, family or work issues. **We'll get to the heart of your issue, no matter how complex.**

We'll help you:

-  Get answers to your **insurance and claims questions**, resolve **billing issues** and connect to all of your benefits
-  Find the right **in-network doctors**, make appointments and transfer records
-  Make **informed decisions** about medical conditions and diagnoses, arrange second opinions
-  Identify **emotional and mental health issues** and find **strategies to cope**
-  Access more **long-term help** from a qualified professional, if needed
-  Choose the **counseling method** that works for you (phone, text, video, chat)
-  Connect with specialists for help with **work/life balance, legal and financial issues**

Connect with us no matter where you are



Visit our website or app to learn more about your Health Advocate services. Plus...



Instantly interact with a Health Advocate expert



Access trustworthy **health information** and **helpful tips**



Get up-to-date **benefits and insurance information**



Explore **webinars, online courses and articles** on a variety of emotional health topics



Visit the **Personalized Legal Center, Financial Fitness Center** and **Mindfulness** page



Open a case, download forms and view your case status

HealthAdvocate.com/upenn



We support the whole family

Our services are available to employees, spouses, dependents, parents and parents-in-law at **no cost to you.**



In our members' words

“You took away so many of my worries. Thank you for your expertise, empathy and compassion. It made all the difference.”

Quickly reach us any way you like — by phone, email, online or our mobile app.



866.799.2329

Email: answers@HealthAdvocate.com



Web: HealthAdvocate.com/upenn

Penn Employee Assistance Program:

Email: eapinfo@HealthAdvocate.com

Schedule an EAP appointment through [Penn Cobalt](#)

We're here when you need us most

Your Health Advocate Employee Assistance Program can be accessed 24/7/365. For all other services, our regular business hours are Monday through Friday, 8 AM to 10 PM Eastern Time. After-hours and weekend calls are handled by our backup call center. Cases started off-hours are sent to Health Advocate for resolution during normal business hours.

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We're not an insurance company

Health Advocate is not a direct medical care provider and is not affiliated with any insurance company or third party provider.

Your privacy is protected

Our staff carefully follows protocols and complies with all government privacy standards. Your medical and personal information is kept strictly confidential.