



Introducing your Enhanced EAP Benefit

The University of Central Florida is pleased to announce that Health Advocate is the new Employee Assistance Program (EAP) provider effective July 1, 2017.

The EAP is a university-funded benefit that offers the support and resources you need to address any personal challenges and/or concerns that may affect your personal well-being and/or work performance. It is confidential and free to all faculty and staff (excluding OPS employees) as well as their eligible family members, including spouses, dependent children, parents and parents-in-law.

Your EAP benefit provides confidential access to licensed professional counselors and work/life specialists who are available for short-term assistance. We are excited to announce enhanced EAP benefits that accompany this transition to Health Advocate.

EAP Benefits

- 24-Hour Emergency Hotline
- In-person, telephonic or video counseling with licensed professional counselors for issues such as grief & loss, depression, relationship dynamics, divorce, job stress and burnout, addiction, eating disorders, mental illness, and more
 - Six in-person visits per issue per year (including video counseling)
 - Unlimited telephonic counseling
- Unlimited work/life service telephonic support for issues such as adoption, childcare, eldercare, financial & legal issues, identity theft, and more
- Medical Bill Saver which includes expert negotiators who assist with lowering medical bills

If you are currently utilizing EAP services provided by our former vendor, Aetna Resources for Living, you may continue to work with their counselors and other service providers until those services are completed. If you have any questions, please call the Health Advocate EAP at 877.240.6863.

Getting started with Health Advocate:

- **Health Advocate Toll-Free Number:** 877.240.6863
- **Health Advocate Website:** HealthAdvocate.com/members (*will be live on 7/1/17*)
- **Member Orientation Video:** <https://hr.ucf.edu/files/Health-Advocate-Member-Orientation.mp4>

Sincerely,

A handwritten signature in cursive script that reads "Maureen M. Binder".

Maureen Binder
Associate Vice President for Human Resources