

EAP Services

features

- 24/7 telephone assessment/counseling
- 3-session in-person counseling
- Verified referrals to treatment covered by insurance
- Referrals to community programs & resources
- 6-session telephonic smoking cessation program (non-incentivized)
- Work/life services
 - Unlimited supervisory consultation
 - Management of performance referrals
 - Management of positive drug screen
 - Fitness for duty referrals
 - Facilitation of return-to-work conferences
 - Policy development
- Interactive courses
- Self-assessments
- Over 20,000 pieces of content
- Calculators
- Videos
- Webinars
- Spanish-speaking counselors
- TDD/TTY for hearing-impaired
- Language line services (100+ languages)
- Management services
- Access to mylifematters.com*
- Access to:
- Assigned account manager
- Workplace Outcomes Suite outcomes data, pre-post measurements of the impact of EAP services on employees
 - Brochures
 - Wallet cards
 - Posters
 - Newsletters
- Company utilization data
- Annual customer satisfaction data
- Program promotion
- On-site employee and manager orientations
- Unlimited online employee and manager orientations
- 8 scheduled webinars per year covering topics in well-being, work/life and management

**This information is provided for educational purposes only. Members do not have benefits under EAP for treatment of all conditions.*

Work/Life Services

WorkLife Core included in ALL EAP programs

financial consultation

- Unlimited financial consultation with certified financial representatives
- Debt consolidation, credit report reviews, budgeting, financial planning
- Online educational materials and financial calculators

identity theft program

- Identity theft guidebook
- Identity theft counseling with a consumer credit counselor
- Articles and tip sheets

legal consultation

- Free 30-minute initial telephonic or in-person consultation with attorneys on personal legal concerns
- Discount of 25% on attorney's hourly rate if the client needs continued representation
- Will kits; simple wills at no or low cost
- Online legal templates and forms
- 6-page document review
- Phone call or letter prepared by attorney to resolve simple disputes

online searches

- Child and elder care
- Adoption agencies
- Summer camps
- Schools/universities
- Pet care/adoption

interactive e-learning sessions

- Management, workplace and interpersonal topics

online topical videos*

- Job stress
- Acne treatment
- Diabetes
- Drugs and alcohol
- And more...

webinars*

- Workplace issues
- Life issues

health and wellness resources*

- Articles
- Videos
- FAQ's
- Quizzes
- Webinars
- Links to useful resources

physical health assessments

- Health
- Cardiac risk
- General health risk
- Fitness
- Diabetes

behavioral health assessments

- Depression
- Drug abuse
- Anxiety
- Gambling

online relocation center

tobacco cessation program

- 6-session telephonic model
- Breaking Free workbook
- Access to a personal coach

learning modules

- Emotional well-being
- Relationships
- Financial
- Health
- Legal
- Workplace

numerous articles and other content in Spanish and French

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