



Employee Assistance Program Overview

Employee Assistance Program (EAP) consultative services

Telephonic counseling — Unlimited, 24/7 consultations with master's- and doctoral-level counselors

Face-to-face counseling — Up to 3 visits per employee/ household member per year

Bereavement — Support available through telephonic or face-to-face sessions; online resources available on EAP website

Tobacco cessation coaching — Unlimited telephonic support and resources to assist with tobacco cessation; refers members directly to the American Lung Association's Quit program

EAP website resources — Comprehensive website that includes articles, videos, FAQs, etc.; additionally, individuals can chat online with an EAP consultant or email an EAP counselor through the website

Work/Life assistance & resources

WorkLife services — Unlimited 24/7 access to WorkLife specialists (subject matter experts) in the areas of: family and care giving, health and wellness, emotional wellbeing, daily living, balancing work and life responsibilities

Child and elder care referral — Unlimited telephonic consultation with a WorkLife specialist (part of WorkLife services)

Employee discounts — Access to discounts on a large number of products and services, from gym memberships to dental, vision and pharmacy items, entertainment, restaurants, computers, cars, and much more

Webinars, podcasts, articles and FAQs — Various topics available on the EAP website

Legal/financial assistance & resources

Legal consultation — Unlimited telephonic support and free initial 30 minute face-to-face consultation with an attorney, with a 25% discount on attorney services thereafter; online legal forms; extensive online law library



Financial consultation — Unlimited telephonic support for financial problems or planning needs; 30 days of financial coaching; extensive online financial library and calculators

ID theft — Free consultation with a trained Fraud Resolution Specialist that will assist with ID theft resolution and education; ID theft educational materials available online

Will prep — Online self-service documents available on EAP website; 30 minute consultation (part of Legal Consultation offering) can be used for estate planning/ will preparation

Legal document preparation — Online self-service documents available on the EAP website

Tax consultation — Tax questions only can be answered as part of the Financial Consultation offering

Online self-service documents — Examples include, but are not limited to: living trust, will, power of attorney, deeds

Resources for managers

Introductory employee orientation — Webinars can be done for free, while an on-site orientation is available for a fee of \$250 per counselor, per hour with no charge for travel time or travel expenses

Supervisor/employee training — Webinars can be done for free, while an on-site orientation is available for a fee of \$250 per counselor, per hour with no charge for travel time or travel expenses

Critical incidence response services — \$250 per hour, per counselor; no additional fee for travel time or travel expenses

Supervisor/manager telephone consultation — Unlimited 24/7 telephonic support

Employee EAP referrals — Managers or supervisors can refer an employee directly at any time

Utilization reports (to employer) — Semi-annual reports provided

EAP promotional materials — Flyers, posters and newsletters provided

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