



# Employee Assistance Program Overview

## Employee Assistance Program (EAP) consultative services

**Face-to-face counseling** — up to 3 visits per employee/household member per issue

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

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

**Online modules and coaching** — learn, develop, and practice new skills to improve mental fitness; includes a well-being check, online modules selected specifically for you, and up to 3 coaching sessions

**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

**Work/Life services** — unlimited 24/7 access to Work/Life specialists (subject matter experts) in the areas of: family and care giving, health and wellness, emotional well-being, daily living, balancing work and life responsibilities

**Child and elder care referral** — unlimited telephonic consultation with a Work/Life specialist (part of Work/Life 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

**Medical bill negotiation tools** — information and guidance on negotiating medical bills

## 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 who will assist with ID theft resolution and education; ID theft educational materials available online

**Will preparation** — 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** — complimentary webinars with on-site orientation available for additional hourly fees

**Supervisor/employee training** — complimentary webinars with on-site orientation available for additional hourly fees

**Critical incidence response services** — \$280 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)** — online access to self-service reporting

**EAP promotional materials** — flyers, posters, short video clips, and newsletters provided



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