



# Employee Assistance Program Overview

## Employee Assistance Program (EAP) consultative services

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

**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

**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 complimentary, 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 complimentary, 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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