



## TOP THINGS TO KNOW ABOUT YOUR ASSISTANCE PROGRAM

### WHAT IS AN ASSISTANCE PROGRAM?

We are a part of the benefits package offered to employees to provide short term solution focused, Work/Life benefits.

### WHO CAN ACCESS?

You and anybody who resides in your household.

### WHAT ARE THE HOURS?

We offer support 24/7/365

### CONTACT



Access Code:

## WHAT WE OFFER

We offer many resources including, but not limited to:



### MENTAL HEALTH COUNSELING

Up to \_\_\_ sessions per person, per life issue, per year



### LIFE COACHING

A preventative solution to strengthen skill sets



### PERSONAL ASSISTANT

Non-transactional concierge services



### ENHANCED WORK/LIFE WEB TOOLS - MY LIFE EXPERT

Access to resources to make life simpler



### FINANCIAL/LEGAL RESOURCE & REFERRAL



### MEDICAL ADVOCACY

### What if I am already seeing a counselor?

Your Assistance Program is intended to provide life support and utilizes short-term, solution focused strategies to help you maximize your time and resources. If you are already seeing a long-term counselor through your behavioral health plan and that is part of your long-term strategy, you should continue to do so!

### What if I have never seen a counselor?

Your Assistance Program provides services in a comfortable setting, without utilizing insurance. This means that you can contact us for any issue that causes you stress or distress, and we will provide support, without engaging in the diagnostic process – so that all life issues can be supported effectively. To get started, just give us a call!

### Is the service confidential?

ABSOLUTELY! Our Assistance Program services adhere to federal and state guidelines regarding confidentiality and are HIPAA compliant. No information will be released with your express, written consent.

### Is there a cost or co-pay?

No. Your Assistance Program offers up to \_\_\_ EAP visits, per person, per life issue. These visits are not subject to cost, or co-pay to you.

# MY LIFE EXPERT

THE DAILY WELL-BEING MOBILE APP AND WEBSITE  
AVAILABLE AT NO COST TO YOU!



## TELEPHONIC, CHAT AND VIDEO ACCESS

Get help instantly with a multitude of issues including mental health and work/life balance

## PERSONALIZED CONTENT AND ACTIVITIES

Multi-language articles, webinars, calculators, videos, assessments and interactive tools focused on your needs

## SHOPPING DISCOUNTS

Save money on everything from computers to car rentals, gifts to groceries, electronics to entertainment, and much more.

## Your Mental Health and Well-Being Matters!

Easily access 24/7 counseling, support, and personalized content from any device. My Life Expert includes the following daily living resources:



1000+ ARTICLES, VIDEOS,  
AND WORKSHEETS



DAILY LIVING AND LIFESTYLE  
ASSESSMENTS AND SURVEYS



EVENTS CALENDAR FOR  
LATEST WEBINARS AND ONLINE  
TRAINING SESSIONS



BUILD YOUR OWN  
CUSTOMIZED PROFILE



24/7/365 CONFIDENTIAL  
SUPPORT



INTERACTIVE CHECKLISTS

VISIT:

| USE CODE:

| CALL THE ASSISTANCE PROGRAM: