

## Introducing Your Assistance Program

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Life Comes with Challenges

Your Assistance Program is here to help.

#### Providing the support you need to:

- Improve mental health
- Reduce stress
- Support whole health

Information | Resources | Referrals



## **All Services Are:**

- Free
- Confidential
- Available to you and your family or household members
- Accessible 24/7/365





#### Services Include:

- 3 Mental health counseling sessions
- 3 Life coaching sessions
- 3 Financial consultations
- Legal referrals
- Work-life resources and referrals
- Medical advocacy



### We're Here to Help

Whether you're looking for mental health support or simply wanting to talk, your assistance program is here to help.

- **Professional & Private:** Counseling is confidential, HIPAA-compliant and provided by Master's Level Clinicians
- Convenient & Accessible: Request support anytime by phone, online, or member portal with live chat
- Free to Get Started: Short-term counseling sessions are included at no additional charge
- Available to Family Members: The assistance program is open to family members too
- Personalized: Our care connectors will match you with counseling support that fits your needs

## **Member Experience**

Receive **care your way** with convenient options for mental health support.









#### In-the-Moment Counseling Support

Instantly connect to a clinician by phone for urgent clinical matters

Video Counseling

Schedule a video session

Telephonic Sessions

Schedule a telephonic session

In-Person Sessions

Meet with a local clinician from our network

### What To Expect When You Call







Option 1
In-the-moment Support

Option 2
Counseling Referrals
(Phone, virtual, in-person)

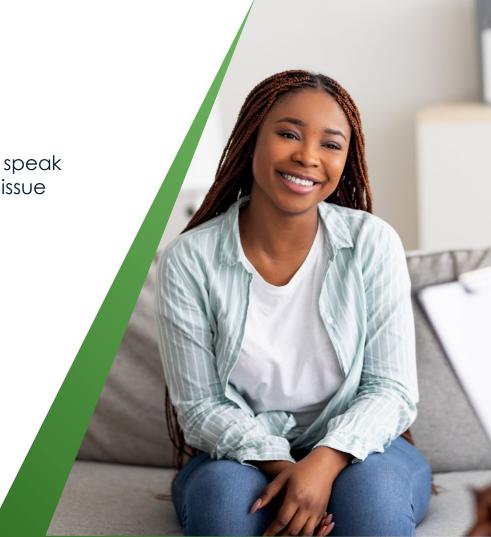
Option 3
Work-Life Services

#### **Mental Health Sessions**

Reach out to your Assistance Program to speak with a mental health clinician about any issue impacting your well-being.

3 short-term counseling sessions to help:

- Manage stress, anxiety, grief, depression
- Cope with change or challenges
- Build self-awareness and practice self-care
- Resolve conflict and improve relationships
- Address substance misuse and recovery
- Talk through any personal issue



## Life Coaching

Short-term coaching to help you and your family members:

- Achieve personal and professional goals
- Manage life transitions
- Improve stress and time management
- · Live a more purposeful life
- Overcome obstacles
- Strengthen relationships
- Improve communication
- Manage multiple projects and demands





**Financial Consultation** 

Connect with a certified financial counselor for help with:

- Coping with financial stress
- Building financial awareness
- Learning budgeting strategies
- Identifying financial goals
- Addressing financial challenges
- Understanding financial planning



## **Legal Referrals**

Receive legal referrals for personal matters, including:

Eldercare

Estate planning/wills

Real estate

Adoption

Bankruptcy

Divorce /custody

## Work-Life Resources and Referrals

Connect with knowledgeable consultants who can help provide referrals and information for family, caregiving and work-life balance needs:

- · Child care
- · Elder care
- Pet care
- Adoption
- Special needs support
- Education

- Enrichment activities
- Housing
- Transportation
- Community resources and referrals





**Medical Advocacy** 

Work with a Medical Social Worker to receive personalized assistance for you and your loved ones:

- Interpreting information related to claims, coverage
- Navigating healthcare
- Obtaining doctor referrals
- Securing medical equipment
- · Planning for transitional care or discharge



#### **Member Portal**

Visit your member landing page at <a href="https://www.ers-eap.com">www.ers-eap.com</a> and sign-in with your email address and company code: FCAC\_EAP to start accessing your benefits:

- Connect via live chat, phone, or online requests
- Explore the online financial wellness center
- Enhance your well-being with self-care assessments & soft skills courses
- Access 1,000+ articles, podcasts, well-being resources and more
- Find exclusive marketplace discounts



Join Our Monthly Webinars

Our team of **expert in-house clinicians** produce and present free monthly webinars on topics across all areas of whole health.

# How to Access Your Assistance Program:

1. By phone Call: (800) 292-2780

2. Your online member portal **Visit: www.ers-eap.com** 

\*Includes Live Chat 8am-5pm EST

To create an account, you will need to enter your company code: FCAC\_EAP

A confirmation email will be sent to you to complete the process.





## Additional Support for Managers and Supervisors

We are your partners for organizational health, with a wide range of leadership support services included in the Assistance Program.

- · Informal and formal referrals
- HR consultation
- Training
- Critical incident response and crisis resilience
- Addressing performance challenges
- Building mental health awareness
- Program promotion and engagement



Everybody could use a little help sometimes.

Reach out to your Assistance Program for personalized support.

800-292-2780 www.ers-eap.com

