

Program Summary

EAP/Work-Life – Telephonic Model



- ▶ **Dedicated Toll-Free Crisis Line**
 - 24 hours a day - 7 days a week - 365 days a year

- ▶ **Counseling**
 - Telephonic Diagnostic Assessment *plus*
 - Unlimited Short Term Problem Telephonic Resolution Sessions (*as clinically appropriate*)

- ▶ **Referral Services**
 - Coordinated with existing health benefit plan
 - Community Resources
 - Support Groups

- ▶ **Legal Services**
 - Initial Clinical Assessment
 - One initial 30 minute in-office or phone consultation at no cost
 - 25% discount for services beyond initial consultation
 - Simple Online-only Will Preparation

- ▶ **Financial Services**
 - Initial Clinical Assessment
 - One initial 60 minute phone consultation
 - Referral to CPA's, CFP's and Credit Counselors
 - 25% discount for services beyond initial consultation

- ▶ **Online EAP/Work-Life Resources**
(www.my-life-resource.com)
 - Additional Legal & Financial Resources
 - Financial Calculators
 - Child & Eldercare Resources
 - Health and Wellness Resources
 - Physician Directory/Medication Search
 - Over 1,000 Resource Articles
 - Disaster Preparedness

- ▶ **Annual Statistical Utilization Report**

- ▶ **Program Implementation and Support Services**

- Dedicated Account Manager
- Sample Policy & Procedures
- Sample Introduction Letters
- Workplace Violence Prevention consultations
- Unlimited Management consultations
- Return-to-work consultations
- Benefits coordination
- Trainings via online videos
 - *Supervisory Training*
 - *Employee Orientation*
- Multilingual Interpretation services
- Other

- ▶ **Other Services Offered**

- (at an Additional Cost) *Rates subject to change*
- On-Site Trainings at \$150/hour
(*plus travel and administrative fees*)
 - Legal & Financial Seminars at a cost of \$200 per training
 - Critical Incident Stress Management at up to \$250/hour per training

Bereavement Services are included with this program offering

Health Management Systems of America

1-800-847-7240

When you need help, we're only a phone call away!



(Rev. 1/1/2010)
Form BML ER Telephonic-10