

First Choice Health™

Healthy Employees. Healthy Companies.™

Employee Assistance Program

Enhanced Services for You and Your Family



www.FirstChoiceEAP.com
(800) 777-4114

Description of EAP Services

First Choice Health Employee Assistance Program (EAP) provides you, your spouse or domestic partner and children up to age 26 assessment and referral services that are cost-free, convenient, confidential, and with a licensed behavioral health provider.

The EAP is able to help with a variety of family, relationship, emotional, behavioral, mental health, or chemical dependency concerns, including:

- Stress & Anxiety
- Depression
- Couples & Relationships
- Parenting & Family Concerns
- Adolescence
- Legal or Financial Consultation
- Alcohol / Drug Problems
- Communication
- Change & Life Transitions
- Impulse Control
- Crisis Management
- Sleep Problems
- Grief & Loss
- Work Conflict
- Gambling Problems
- Child or Eldercare Consultations
- ID Theft Resolution
- Texting / Internet Addictions

> Assessment & Referral

Assessment & Referral means a First Choice Health EAP provider will work with you to determine the nature of your concern and resolve the issue, if possible, within the available EAP sessions. After your EAP assessment, the provider will make treatment recommendations, if necessary or requested, based on your unique needs.

You can reach the EAP 24 hours per day, 7 days a week. When you call you'll be greeted by a customer service professional ready to respond to your questions, needs and preferences. A provider is always available to talk with you or your covered family members.

EAP can assist in locating a licensed professional in your area convenient to your home or work.

Our network providers include licensed mental health counselors, psychologists, clinical social workers, marriage & family therapists and chemical dependency professionals.

> Confidential Services

First Choice Health EAP understands the importance of making reliable, confidential services available to employee families. We know that making it possible to consult discreetly with an EAP provider is essential – perhaps the most important role of the Employee Assistance Program. Information about your contact with the EAP is never released without your request and signed consent.

To initiate Assessment & Referral services contact us at **(800) 777-4114** or online at **www.FirstChoiceEAP.com**.



Work Life Resources Online or with a Consultant

> Legal Consultation

Through First Choice Health EAP you have access to a free 30-minute legal consultation, face-to-face or by telephone. Typical problems include Family and Domestic Concerns, Motor Vehicle Matters, Civil Issues, Elder Law, Divorce and Parenting, Juvenile Issues and a variety of other concerns. Should you decide to retain the attorney for ongoing services, you will receive a 25% reduction in the attorney's normal hourly fees. Legal forms and templates are also available free of cost on our website, www.FirstChoiceEAP.com. Employment-related concerns are not covered.

> Financial Services

First Choice Health EAP provides free financial counselors available for consultation and education. The telephonic consultation includes 30-60 minutes of financial counseling. Topics include: budgeting, estate planning, credit card consolidation, savings and investing, debt management, retirement planning and more.

> Identity Theft Resolution

Many Americans have been victimized by identity theft and consumer fraud. The average consumer spends over 175 hours responding to and resolving instances of identity theft. Our Fraud Resolution Specialists are qualified legal professionals providing step-by-step guidance and consultation about Identity Theft or Fraud.

> Childcare Consultation

This convenient service offers families and parents information whenever a childcare need arises. Qualified childcare professionals help identify resources such as: daycares, summer activities, special needs resources, how to become a parent, school age preparations, and much more.

> Eldercare Services

If you're concerned about an aging or disabled loved one, the EAP can connect you to eldercare experts and resources – regardless of where your family member lives. From understanding Medicare to information about in-home nursing, assisted living and specialty health care providers, this comprehensive service can save you time and increase your peace of mind. The EAP provides this service at no cost to you or your covered family members.



Accessing Your Work Life Resources

As described on the previous pages, consultation is available on a wide range of Work Life issues that can affect you and your family members. You can receive information in the way that best meets your needs: by phone, online access, e-mail, fax or mail.

EAP Work Life Resources are free, confidential and offered by your employer to provide you with assistance in meeting your goals or dealing with life's challenges. Our experts are highly trained and responsive to your specific needs and concerns.

- Contact the EAP by phone or request services through the website at www.FirstChoiceEAP.com.
- You will be connected with a Work Life Expert who will explore your concerns and prepare a customized package of information, resources, provider profiles and educational materials in response to your needs.

- Once you have received your materials, review the resources. Please call if more information is required.
- Your Work Life Expert will follow up, making sure your request has been satisfied.

Please contact the EAP by phone at **(800) 777-4114** with questions or to learn more about the Work Life Resources available to you and your covered family members.



Access your online Work Life Resources at www.FirstChoiceEAP.com. Click on the Work Life Resources button and enter your organization's Username and Password. To obtain login information, contact your HR or the EAP at (800) 777-4114.

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Employee Assistance Program

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(800) 777-4114
Fax: (206) 268-2433
www.FirstChoiceEAP.com



Cut and retain this reference card to access services.

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Employee Assistance Program

We will always exceed your expectations for service. Guaranteed.

All services are confidential and cost free to you and your family.

(800) 777-4114 or TTY (800) 777-4969