


LIST OF EAP SERVICES – Revised March 22, 2024



A full-service resource for employers, of which help for employees is part of the solution to workplace success.

| JBG Clinical Care | | INCLUDED |
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| 24 hour/7 day, live, confidential response for help with crisis interventions; schedule CISD [<i>Critical Incident Stress Debriefings</i>]; management support; appointment scheduling; and other assistance. | | YES |
| One number for all calls/all hours from employees, family members, Human Resources, and supervisors; toll free, 1-888-520-5400. | | YES |
| Up to five [5] face-to-face sessions per person per problem per year. Standard appointments, Monday through Fridays. Clients may choose to have their sessions virtually scheduled through JBG with licensed therapists. | | YES |
| Solution focused/brief therapy counseling includes, but not limited to: <ul style="list-style-type: none"> • Marital and Relationship • Separation and divorce • Parenting • Substance (alcohol/drug) misuse • Gambling • Stress • Work conflicts • Financial concerns • Depression • Loss and grief | | YES |
| A network of therapists [credentialed according to the standard National Committee for Quality Assurance] exists in all of Arizona, and the United States. | | YES |
| Post-EAP – or emergency – referral to appropriate resources in the Group’s medical plan, or community resources. | | YES |
| Client advocate: JBG staff person for needs within the assistance program or coordination with other care organizations. | | YES |
| JBG Personal Care | | INCLUDED |
| An unlimited service for employees, family members and managers/supervisors. 24 hour/7 day, live, confidential access by telephone, internet chat and website. | | Yes |
| Access to JBG Personal Care website: <ul style="list-style-type: none"> ➤ www.jorgensenbrooks.com; ➤ Locate/Click JBG Personal Care on Home Page; ➤ Enter employer name; MEB ➤ Opens to all web based information and tools | | YES |
| Website medical content provided by Mayo Clinic. | | YES |
| Wellness and other webinars: <ul style="list-style-type: none"> ➤ Monthly, live, one hour sessions for Human Resources staff and senior management; ➤ 30 month inventory of webinars is archived on the JBG Personal Care website for unlimited viewing by employees and family members; ➤ 2015 calendar of webinars and invitations | | YES |
| Rapid turnaround time for JBG Personal Care requests: Twelve (12) business hours for regular cases or six (6) business hours for urgent cases. | | YES |

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| <p>Consultation, resource and referrals include, but are not limited to:</p> <ul style="list-style-type: none"> • Adoption • Parenting • Elder/adult care • Prenatal and postnatal care • Summer care • Travel resources • Child care • Education • Pet care • Wellness • Special needs • Discount shopping | YES |
| <p>Educational materials to support each customized consultation:</p> <ul style="list-style-type: none"> • Tip sheets on many topics • Checklists to help evaluate resources • Interactive CDs • Many resources are offered in Spanish translation • Provider profiles • Handbooks filled with consumer | YES |
| <p>Customized website offering 5,000+ articles, tip sheets, interactive self-assessments, personal plans, audio files, and articles with resources available in English and Spanish.</p> | YES |
| <p>Legal, Financial, and ID Theft Recovery</p> <ul style="list-style-type: none"> • Divorce/custody issues • Estate planning/wills/trusts • Landlord/tenant issues • Small Claims • Bankruptcy • Buying a home for the first time • Major life event planning • Retirement planning • Criminal • Real estate • Personal injury/malpractice • Adoption • Budgeting • Foreclosure prevention • College fund planning • Will preparation | <p>YES LEGAL SERVICES INCLUDE 30 MINUTE FREE APPOINTMENT WITH A LOCAL ATTORNEY [telephone or in-person] AND 25% DISCOUNT ON ATTORNEY FEES.</p> |
|  | INCLUDED |
| <p>Unlimited telephonic management consultations. On-site consultations; additional fee service.</p> | YES |
| <p>Unlimited formal management/supervisory referrals for assessment and EAP sessions, or referral to appropriate treatment providers within the Group medical plan.</p> | YES |
| <p>Unlimited on-site response to Critical Incidents/Trauma. Includes post-incident services for those affected and for management/supervisors.</p> | YES |
| <p>Unlimited EAP care for employees failing employer-administered drug/alcohol test. Includes clinical assessment; EAP sessions as appropriate; referral to necessary levels of treatment with the Group medical plan; monitoring of progress during treatment; and return to work.</p> | YES |
| <p>Annual on-site EAP orientation for employees and EAP training for supervisors/managers [Tucson and Phoenix].</p> | YES |
| <p>Annual on-site participation in Open Enrollments and / or Health Fairs [Tucson and Phoenix].</p> | YES |
| <p>Mobile app [EAP / Assist] for all employees and family members. For access to most Program services by telephone, text, email, and chat.</p> | YES |
| <p>Marketing and promotional support; includes JBG standard, printed employee wallet cards; EAP flyers for employees; and worksite posters. Printed materials delivered to one location designated by the Group for its distribution. Electronic versions of all materials are available at no cost. Monthly webinar invitations and quarterly news magazines submitted in electronic format.</p> | YES |
| <p>Quarterly, detailed utilization reports submitted electronically.</p> | YES |