

Unum Client Company

Health Advocate EAP: Life & Work Core Program (Embedded Model)

Experience

- Providing EAP and Life & Work services since 1979
- Knox-Keene licensure received February 2014; Health Advocate can manage any session model in any manner in California and Nevada

Eligibility

- Available to employees, spouses/partners, dependents, parents, and parents-in-law

EAP and Life & Work Services

Call Centers

- 24/7 access to master's-level staff clinicians for assessment, short-term problem resolution, information, and referrals
- Unlimited telephonic critical incident stress debriefing support
- Multi-language capabilities through LanguageLine (240+ languages)
- Consultation regarding (but not limited to) stress, anxiety, depression, family and relationships, grief and loss, substance abuse, gambling, domestic violence, parenting, child development, positive discipline, safety, and special needs challenges
- Consultations are also available for work-related issues regarding (but not limited to) co-worker relationships, workplace conflicts, job burnout, and workplace stress
- Case management for inpatient and outpatient treatment

Provider Network

- National network of over 60,000 licensed EAP affiliates
- All EAP providers have a master's degree or higher with state licensure
- All providers carry a minimum of \$1,000,000/\$3,000,000 liability insurance

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Life & Work Resources for Parenting, Older Adults, and Childcare (Telephonic and Online)

- Consultation with our Life & Work Specialists regarding childcare issues (i.e. childcare centers, family childcare homes, nanny agencies, summer camps, caregiver tips, community resources)
- Personalized referrals to local in-home or daycare centers with confirmed vacancies
- Consultation with our Life & Work Specialists regarding eldercare issues (i.e. nursing homes, assisted living facilities, independent living facilities, home health care, hospice, respite care, geriatric care managers, senior centers, adult day care centers, community services, and resources)
- Personalized searches and referrals to in-home services such as delivered meals, chore and hospice; living arrangements such as nursing homes, assisted living, shared housing, and adult day care centers
- Online childcare/eldercare and summer camp locators

Financial Services (Telephonic and Online)

- Financial consultation - Access to accredited financial consultants via telephone for information and assistance on topics including (but not limited to) debt management, budgeting, college funding, retirement strategies and planning, life insurance needs, credit management, home buying, 401(k) plans, mortgage/refinance evaluation, estate planning, tax planning, and preparations
- Financial planning consultation - Access to certified financial professionals for consultations on problem-solving and strategic planning; provides objective information while not recommending or endorsing investment options
- Financial counselors are all Accredited Financial Counselors (AFC)

Online Financial Wellness Program

- Online Financial Wellness Program offers personalized help and online tools to help employees better manage their money/debt and save for the future
- Financial Wellness Portal offers a Financial Fitness Center with more than 200 multi-generational tutorials on savings and investing, planning health and life insurance benefits, student loan repayment
- Provides additional online resources including articles, calculators, and downloadable forms

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Online Savings and Discount Center

- Our EAP: Life & Work website provides members with a link to the Savings Center that offers discounts of up to 50 percent off name brand, practical and luxury items

Medical Bill Saver

- Our experts negotiate with providers to lower the balance on any non-covered medical/dental bills over \$400

Legal Services (Telephonic and Online)*

- Network attorney consultation - Access to consultation with network attorneys by telephone or in-person, to include up to thirty (30) minutes of consultation per legal issue (“Initial Attorney Consultation”)
- State-specific network includes more than 20,000 licensed/pre-screened attorneys in approximately 8,500 locations across the U.S., Canada, Puerto Rico, Virgin Islands, and Guam
- Discounts on attorney services - following the Initial Attorney Consultation, 25% discount off standard legal fees offered by Health Advocate’s network of attorneys; telephonic or in-person consultation for state-specific legal inquiries
- Consultations regarding divorce, family matters, landlord/tenant and real estate issues, consumer credit concerns, debtor/creditor issues, and criminal matters
- Online legal library offers helpful information on topics such as elder and criminal law, divorce and child custody, naturalization and immigration, consumer and credit issues, estate planning, family and personal law, wills and real estate, and advanced directives

Concierge Services

- Provides members with year-round access to a team of luxury lifestyle experts; includes research for events worldwide and commercial, booking services, errand running, and travel planning

*Note: State-mandated limitations for legal services in WA apply.

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Management Assistance Program (MAP)

- 24/7 unlimited telephonic support for managers and supervisors
- Case management and follow up of all employer formal or mandated EAP referrals and reporting compliance/non-compliance with the Designated Employer Representative (DER)
- Assistance with workplace concerns such as employee tardiness and absenteeism, disciplinary problems, employee performance and productivity, substance abuse concerns, co-worker conflicts, workplace violence, and managing virtual employees
- Pre-Fitness-for-Duty consultations and coordination and referral for Fitness-For-Duty evaluations, if necessary
- Return to work monitoring and coordination with Human Resources

Unlimited Phone Consultations and Virtual or In-Person Sessions

- Unlimited in-the-moment telephonic support
- Up to 3 virtual or face-to-face sessions per issue for assessment and short-term problem resolution; sessions are conducted by a network of qualified EAP consultants
- Secure, HIPAA-compliant EAP video sessions for those in rural communities, with transportation concerns, or who may prefer the use of technology to receive services; video counseling services are in lieu of face-to-face sessions

Critical Incident Management Services

- Dedicated critical incident consultations (onsite or telephonic) and support materials available to managers and supervisors for events such as workplace violence, robberies, employee deaths, downsizing
- Critical Incident Stress Debriefing (CISD) services
- Fee-for-service \$275/hour plus travel and related expenses
(There will be an additional fee of \$350 if the location is remote or if a bi-lingual counselor is needed)

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Training Services

- Online webinars
- Onsite services including (but not limited to) stress management, harassment awareness training, reasonable suspicion, substance abuse, benefits fairs
- Fee-for service \$275/hour plus travel and related expenses

Website Access to Comprehensive Resources

- Educational resources on a variety of topics and levels, from quick tips to in-depth articles
- Interactive tools for stress, coping with change, financial wellness, substance abuse, etc.
- Email and chat access to EAP staff to schedule telephone consultations
- News alerts and information regarding national disasters and critical incidents
- Option to translate the entire website from English to Spanish or French