



# Employee assistance program overview

## Employee Assistance Program (EAP) consultative services

- **Face-to-face and virtual counseling** — up to 3 visits per employee, per household member, per issue, per year
- **Bereavement** — support available through telephonic or face-to-face sessions; online resources available on EAP website
- **Online modules and coaching** — learn, develop, and practice new skills to improve mental fitness; includes a well-being check, online modules selected specifically for you, and up to 3 coaching sessions
- **EAP website resources** — includes webinars, podcasts, articles, videos, FAQs, etc.; additionally, individuals can chat online with an EAP consultant
- **College planning resources** — expert assistance in finding the right college that fits your child academically, socially, and financially, provided by College Planning USA

## Work-life assistance and resources

- **Work-life services** — unlimited 24/7 access to work-life specialists (subject matter experts) in the areas of family and care giving, health and wellness, emotional well-being, daily living, balancing work and life responsibilities
- **Child and elder care referral** — unlimited telephonic consultation with a work-life specialist (part of work-life services)
- **Employee discounts** — access to discounts on a large number of products and services, from gym memberships to dental, vision and pharmacy items, entertainment, restaurants, computers, cars, and much more
- **Medical bill negotiation tools** — information and guidance on negotiating medical bills



[worklife.uprisehealth.com](http://worklife.uprisehealth.com)

**Access code:** worklife

**Phone:** 1-800-386-7055

24 hour crisis help available. Regular office hours:  
Monday through Friday from 6am to 5pm PST.

### Legal/financial assistance and resources\*

- **Legal consultation** — unlimited telephonic support and free initial 30-minute face-to-face consultation with an attorney, with a 25% discount on attorney services thereafter; online legal forms; extensive online law library
- **Financial consultation** — unlimited telephonic support for financial problems or planning needs; extensive online financial library and calculators
- **ID theft** — free consultation with a trained fraud resolution specialist who will assist with ID theft resolution and education; ID theft educational materials available online
- **Will preparation** — online self-service documents available on EAP website; discounted estate planning package options available includes: \$100 attorney assisted will package, \$179 couples will package, \$649 individual trust package, and \$999 couples trust package\*\*
- **Tax consultation** — tax questions only can be answered as part of the financial consultation offering
- **Online self-service legal documents** — examples include, but are not limited to, living trust, will, power of attorney, and deeds

### Resources for managers

- **Introductory employee orientation** — complimentary webinars with on-site orientation available for additional hourly fees
- **Supervisor/employee training** — complimentary webinars with on-site orientation available for additional hourly fees
- **Critical incidence response services** — \$280 per hour, per counselor; no additional fee for travel time or travel expenses
- **Supervisor/manager telephone consultation** — unlimited telephonic support
- **Employee EAP referrals** — managers or supervisor can refer an employee directly at any time
- **Utilization reports (to employer)** — online access to self-service reporting
- **EAP promotional materials** — flyers, posters, short video clips, and newsletters provided

**Contact your Guardian sales consultant for more information.**

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\*Legal/financial assistance and resources services are not available in the state of New York.

\*\*Package cost paid by the employee.

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