



# Employee Assistance Program Overview

## Employee Assistance Program (EAP) consultative services

**Face-to-face counseling** — up to 3 visits per employee/household member per issue

**Telephonic counseling** — unlimited, 24/7 consultations with master's- and doctoral-level counselors

**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** — comprehensive website that includes articles, videos, FAQs, etc.; additionally, individuals can chat online with an EAP consultant or email an EAP counselor through the website

## Work/Life assistance & 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

## Legal/financial assistance & 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; 30 days of financial coaching; 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; 30-minute consultation (part of Legal Consultation offering) can be used for estate planning/will preparation

**Legal document preparation** — online self-service documents available on the EAP website

**Tax consultation** — tax questions only can be answered as part of the Financial Consultation offering

**Online self-service documents** — examples include, but are not limited to living trust, will, power of attorney, 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 24/7 telephonic support

**Employee EAP referrals** — managers or supervisors 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



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\*Legal/financial assistance & resources services are not available in the state of New York. The Employee Assistance Program and WillPrep Services are provided by Uprise Health, and its contractors. The Guardian Life Insurance Company of America (Guardian) does not provide any part of the Employee Assistance Program or WillPrep Services. Guardian is not responsible or liable for care or advice given by any provider or resource under the program and services. This information is for illustrative purposes only. It is not a contract. Only the Administration Agreement can provide the actual terms, services, limitations and exclusions. Guardian and Uprise Health reserve the right to discontinue the Employee Assistance Program or WillPrep Services at any time without notice. Legal services will not be provided in connection with or preparation for any action against Guardian, Uprise Health, or your employer. The Employee Assistance Program and WillPrep Services are not insurance benefits and may not be available in all states. Guardian, its subsidiaries, agents, and employees do not provide tax, legal, or accounting advice. Consult your tax, legal, or accounting professional regarding your individual situation. GUARDIAN® and the GUARDIAN G® logo are registered service marks of The Guardian Life Insurance Company of America®