



An AllOne Health Company


Employee Assistance Program Overview

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Total Well-Being

Anytime. Anywhere
AllOne Health 2021


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WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)?

At times we all experience challenges at work or at home that affect our well-being and make it difficult to concentrate on our daily tasks. The primary objective of the IMPACT EAP is to provide you with:

- A comprehensive assessment
- Strategies to address immediate needs and stressor
- Non-medical, short-term solution focused counseling
- An action plan with recommendations for further intervention, when needed




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IS THE EAP REALLY CONFIDENTIAL?

YES, your contact with the EAP is confidential to the fullest degree provided by law

- Confidential
- Available 24/7/365
- Complimentary
- Voluntary




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WHY DO PEOPLE USE EAP?

People contact the EAP for help with:

- Emotional problems
- Stress
- Marital or family conflict
- Drug or alcohol problems
- Other addictive behaviors
- Grief
- Caregiving responsibilities
- Legal or financial problem
- Other personal issues that cause you stress, concern or worry



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WHAT SERVICES ARE AVAILABLE?

- Assessment with a qualified EAP representative
- Short-term, solution focused counseling
- Up to 5 sessions per issue
 - Online Counseling (video, chat and text)
 - Telephone
 - Face-to-face
- Easy-to-use EAP website – *MyLifeExpert*
- Numerous Work/Life services



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WHO CAN USE THE EAP?

Your EAP is a family benefit:


- All Employees
- Spouse/Partner
- All household members, dependents and non-dependents
- Parents/Parents-in-law



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HOW DO I CONTACT THE EAP?




24/7/365

CALL
800-227-6007



MyImpactSolution.com

- Submit an Online Support Request Form
- Create an account to access your EAP web portal



Mobile App

Scan this QR code to download our Mobile App to your home screen for easy access anytime, anywhere

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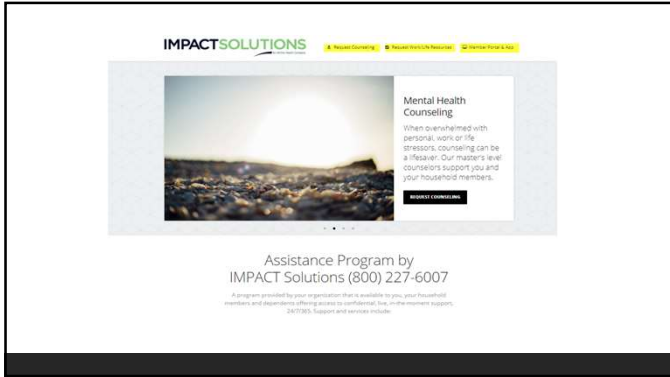
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MyImpactSolution.com
Your Gateway to EAP Services

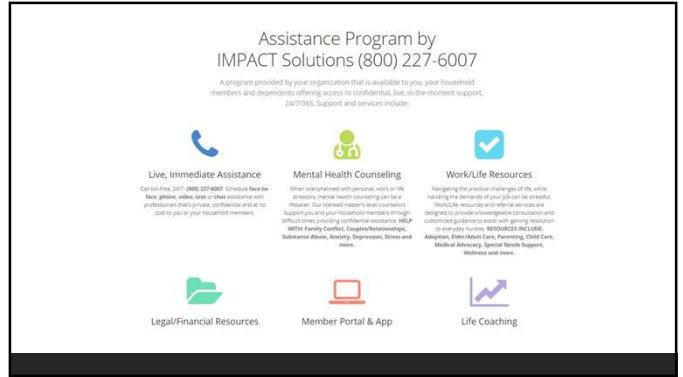
- * Access your EAP Website - (*My Life Expert*)
- * Complete an Online Support Request
- * Watch Informative Videos

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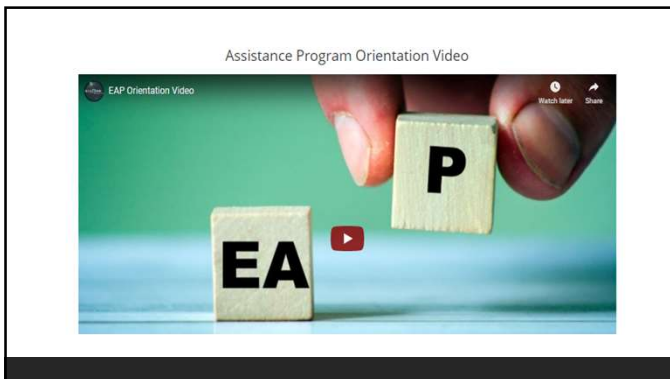
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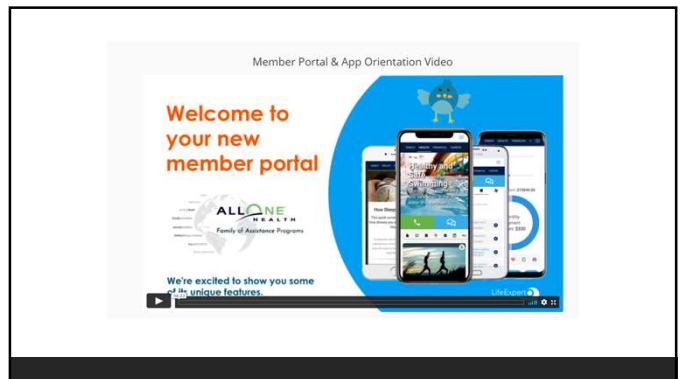
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Creating your EAP Website Account

Visit
MyImpactSolution.com

Step 1: Click on Member Portal & App

Step 2: Enter your Access Code www.usap.com

Step 3: Follow the instructions in your activation email

Member Portal & App
Giving you access to services via telephone, chat and video, personalized content and activities, shopping discounts and more!

Available in English, Spanish and French.

[MEMBER PORTAL LOGIN](#)

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A DAILY LIVING WEB PORTAL AND MOBILE APP

What's available on my EAP website?

- 1,000+ articles, videos and worksheets
- Health & lifestyle assessments
- Monthly webinars & Soft-skill courses
- Financial calculators
- Interactive checklists and tips sheets
- The *Market Place* - providing 25% to 70% discounts on name-brand merchandise
- Customizable profile page
- Available in English, Spanish and French

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OVERVIEW

Website Video




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How can I access MyLifeExpert from my phone?



How can I access MyLifeExpert from my phone?
Scan this QR Code or visit mylifeexpert.com from your mobile device to download our PWA to your home screen.

*If you have any questions, please email support@LifeExpertNow.com
Or dial: 800-292-2780*

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EAP WORK/LIFE SERVICES

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WORK/LIFE SERVICES

Child Care Resource and Referral:

- Referrals to local care providers to include home-based childcare, day care centers, nannies, and babysitters
- Back-up care options
- Camps, schools, tutors, recreational activities, and more
- An online, comprehensive library of articles and tip sheets on every aspect of raising children



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WORK/LIFE SERVICES

Elder Care Resource and Referral:

- Referrals to local care providers to include housing options, day care, in-home care, and respite care
- Referrals to community resources such as meal programs and transportation
- Referrals to caregiver support groups
- An online, comprehensive library of articles and tip sheets on every aspect of elder caregiving, successful aging, adjusting to retirement, and senior health concerns




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PERSONAL ASSISTANT

- Help lighten the load through researching the best options for services such as entertainment & dining, travel & tourism, household professionals and more
- Referral follow up
- Call us and we can do the 'legwork' for you



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LEGAL AND FINANCIAL SUPPORT

Legal and Financial Support:

- Free 30-minute consultation with attorneys on civil or criminal matters with discounted fees for ongoing legal services
- Free consultation with financial specialists regarding budgeting, credit, financial planning, and more
- Assistance with ID Theft and Recovery
- Comprehensive online resources to include full library of legal and financial articles, downloadable legal forms, and a variety of financial calculators



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LIFE/WELLNESS COACHING

A Life Coach can help you develop & achieve life goals that impact your wellbeing

- Mindfulness training to improve your resilience to stress,
- Nutritional guidance
- Caregiver consultation and support
- Tobacco cessation
- Enhancing self-confidence and motivation
- Time management
- And more...



Telephonic coaching services delivered by a Certified Work/Life Coach (5 session model)

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MEDICAL ADVOCACY

Medical Advocates offer support as you navigate the health care system

- Insurance Navigation
- Doctor Referrals
- Specialist Referrals
- Second Opinions
- Patient Advocacy
- Healthcare Transportation
- Durable Medical Equipment Coordination
- Discharge Planning
- Medical Appointment Preparation
- Care Transition
- Advocacy and Research
- Adult Care Coach
- Geriatric Care Assistance




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DISCOUNT MARKETPLACE

Enjoy discounts, rewards, and perks on thousands of the brands you love in a variety of categories:

- Travel
- Auto
- Electronics
- Apparel
- Local Deals
- Entertainment
- Restaurants
- Health & Wellness
- Beauty & Spa
- Tickets
- Sports & Outdoors



Access the Discount Marketplace on your EAP website homepage

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To Access the IMPACT Employee Assistance Program
Call 24/7 for live immediate assistance
800-227-6007
or
For additional resources visit
MyImpactSolution.com

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