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 stressors
- Non-medical, short-term solution focused counseling
- An action plan with recommendations for further intervention, when needed

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

WHY DO PEOPLE USE EAP?

People contact the EAP for help with:

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

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

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

MyImpactSolution.com
Your Gateway to EAP Services

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

AllOne Health 2020
Creating your EAP Website Account

Visit MyImpactSolution.com

Step 1: Click on Member Portal & App

Step 2: Enter your Access Code

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Step 3: Follow the instructions in your activation email

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
How can I access MyLifeExpert from my phone?

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

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

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
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

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

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...

MEDICAL ADVOCACY

Medical Advocates offer support as you navigate the healthcare system:
- Insurance Navigation
- Doctor Referrals
- Specialist Referrals
- Second Opinions
- Patient Advocacy
- Healthcare Transportation
- Durable Medical Equipment Coordination
- Discharge Planning
- Medical Appointment Preparation
- Case Transition
- Advocacy and Research
- Adult Care Coach
- Geriatric Care Assistance
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.

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