



IMPACT Employee Assistance & Work/Life Program

In today's world we all are faced with challenges, both at work and at home, that can be better managed when we obtain the services of a professional to assist us. The university is pleased to offer this important benefit as an investment in you and your family's health and wellbeing.

Frequently Asked Questions

Why is Case Western Reserve University offering an enhanced EAP & Work/Life program?

Our faculty and staff are key to Case Western Reserve University's success in achieving our mission, and we continue to research opportunities to provide quality, value-added benefits. CWRU is pleased to announce effective July 1, 2018 expanded Employee Assistance Program (EAP) resources and services will be available through a new provider, IMPACT Solutions. The IMPACT Employee Assistance & Work/Life program is a benefit available to you and your family including your spouse/partner, all household members, dependents in and away from home, parents, and parents-in-law. The IMPACT toll-free, confidential helpline, **800-227-6007**, is answered 24/7 by highly qualified licensed mental health professionals with a masters degree education or above.

How much do I have to pay for these services?

You pay nothing. IMPACT offers access to complimentary, confidential professional support 24 hours a day, 365 days a year, with qualified masters/doctoral level mental health professionals to assist you and your family manage a wide range of mental health and work/life matters.

What happens if I need more services beyond my EAP benefit coverage?

There is no charge to you for the telephonic in-the-moment support, 5 face-to-face counseling sessions, or the referral services provided by the IMPACT EAP. We will make every effort to select an EAP provider that also participates in your health care plan so that if you and the EAP provider determine additional assistance is needed beyond your pre-paid sessions, you will be able to continue using your health care plan. You may have a deductible and/or co-pay but would not need to change providers unless you so choose. Because insurance networks change daily, it is ultimately your responsibility to make sure providers are in your health care plan's network.

Is my contact with the IMPACT Solutions confidential?

Absolutely! All services are confidential and governed by federal and state laws. Information will not be shared without your consent, or as mandated by law. Using the program will not affect your job security or advancement, and all organizational policies and procedures remain in effect.

Who is eligible to use IMPACT Solutions EAP?

All BENEFIT eligible employees (faculty & staff), spouse/partner, all household members, dependents in and away from home, and parents/parents-in-law are eligible.

What happens when I call EAP for assistance?

You can contact the IMPACT EAP 24 hours per day, seven days per week by calling the toll-free, confidential helpline at **800-227-6007**. Regardless of when you call (day or night), you will speak with a mental health professional who can provide you with support and guidance to navigate your present situation. Authorizations for counseling and other resource referrals are coordinated by our Triage Counselors during normal business hours (Monday through Friday). They will identify a network provider that is suited to meet your needs, answer any questions you may have about the counseling process, and follow up to make sure your needs have been met and you do not need any further assistance.

How are face-to-face counseling services provided?

Our EAP provides up to 5 complimentary sessions **per** issue. We always keep the door open though, so if you use your EAP sessions and a new situation emerges, you should call IMPACT to talk to a Triage Counselor again to re-assess what is needed. You may use EAP counseling services more than once in a year if it's for a different problem.

EAP counseling services are intended for brief counseling interventions. In the event additional services are needed such as, psychiatric service, long-term counseling/psychotherapy etc., contact your medical plan representative or refer to your healthcare plan for an explanation of covered services.

How Do I Get Started?

Call IMPACT for CONFIDENTIAL assistance at **800-227-6007**. Regardless of when you call (day or night), you will speak with a mental health professional who will provide you with support and guidance to navigate your present situation. For additional information, and to preview a short orientation video, log in to the web at www.MyImpactSolution.com. Click on the ORANGE *Go to member login* button and you will be taken to a password protected login page. If you do not remember your username and need help logging in, call our 24/7 phone line at 800-227-6007.

What are some of the issues I can call IMPACT for assistance?

- Stress, anxiety, and depression
- Marital, divorce, and relationship issues
- Family and parenting concerns
- Alcohol, drug abuse and other forms of addiction
- Budget and debt problems
- Bereavement and other losses
- Workplace stress
- Childcare, adult/eldercare, and caregiver needs
- Legal matters
- Financial stress
- Identity theft

What additional services are included through the Work/Life program?

IMPACT offers access to confidential, professional support 24 hours a day, 365 days a year, with qualified masters/doctoral level mental health professionals to assist you and your family.

This program also includes access to telephonic coaching services with qualified specialists who can help individuals with specific requests such as:

- **Adult/Eldercare and Caregiver Support:** referrals for in-home care providers, assisted living providers, and skilled nursing facilities, literature on caregiving, insurance and end-of-life decisions.
- **Childcare Consultation & Referral:** assistance in locating childcare centers, family daycare homes, nannies & in-home care, summer camps, special needs, and more.
- **Convenience Services:** help locating home repair services, movers, pet care providers, home cleaning services, fitness programs, and more.
- **Nutrition:** education and dietary recommendations to improve overall health, goal setting, and meal planning on a budget.
- **Mindfulness:** strategies to improve your ability to relax and develop greater self-awareness skills as well as creating new habits for paying attention that can decrease stress and internal friction.
- **Financial Guidance:** guidance and consultation provided by qualified financial counselors.
- **Legal Assistance:** a 30-minute complimentary consultation, 24/7 emergency support in the event of being jailed or arrested, and discounted services, in most cases, when you need additional legal support.
- **Identity Theft Recovery & Prevention Assistance:** a 60-minute consultation with a fraud resolution specialist to assist with restoring your identity and credit standing as well as guidance on protective measures to avoid further identity theft occurrences. IMPACT also offers **free** identity monitoring through our website in the Financial Center Tile.

IMPACT Solutions on the Web

Your IMPACT Solutions website is mobile friendly and provides a wide range of resources that will help you and your family build resilience and manage life's challenges.

- Mobile friendly access allowing you to connect anywhere using your smartphone, tablet, or other mobile device with an individual login option to store your favorite content
- Thousands of resource articles and tip sheets addressing family and care-giving, health and wellness, emotional well-being, building resilience to stress, personal and professional skill development, legal matters, financial calculators, daily living, and many other topics
- Interactive self-search locators for child/elder care, adoption, education, pet sitting, volunteer opportunities, and more
- Editable legal documents, including wills, bills of sale, demands and releases,

- property agreements, advanced directives by state, and others
- Interactive e-learning sessions, health assessments, educational resources, and numerous financial and health related calculators and tools

How do I log in to the IMPACT Website?



The screenshot shows a login page with three distinct sections: 'MEMBER LOGIN', 'MANAGER LOGIN', and 'HR LOGIN'. Each section contains a 'Username*' field and a 'Password*' field. A 'SIGN IN' button is located at the bottom center of the page. A green oval highlights the 'MEMBER LOGIN' section.

1. Go to www.MyImpactSolution.com
2. Click “Go to member login” in the top right-hand corner
3. Enter your username: **If you forgot your username or need help logging in, call IMPACT for assistance at 800-227-6007**
4. Click SIGN IN

IMPACT supports access for individuals who are visually or hearing impaired

Your IMPACT EAP is committed to providing services that are accessible to all individuals. The website is ADA compliant and individuals can contact the IMPACT 24/7 helpline using their local relay service by dialing 711. IMPACT also offers clinical providers that communicate through ASL (American Sign Language) when face-to-face counseling services are needed.

The IMPACT EAP Website follows the federal web accessibility standards noted in Section 508 Subpart B Electronic and Information Technology. In addition, most of the site also meets the W3C WAI's Web Content Accessibility Guidelines 2.0, Level AA.

If you find that information on a web page or document is not in an accessible format, IMPACT will make all reasonable efforts to provide the information in an alternative format upon request. Please contact us by email at info@myimpactsolution.com or call 216-292-6007 to make a request.

The website may contain links to non-IMPACT publications and web pages on external websites. While IMPACT prefers to link to fully accessible sites, IMPACT has no control over, or responsibility for, content or accessibility at these non-IMPACT publications and external websites. Links are provided as a service to our clients to provide additional information where applicable. IMPACT will review this policy annually to consider updating it in response to any new W3C accessibility guidelines or other applicable guidelines. Feedback from clients will be incorporated into our review.

Want additional information? Forgot your username? Having trouble logging in? No problem, give us a call at 800-227-6007.