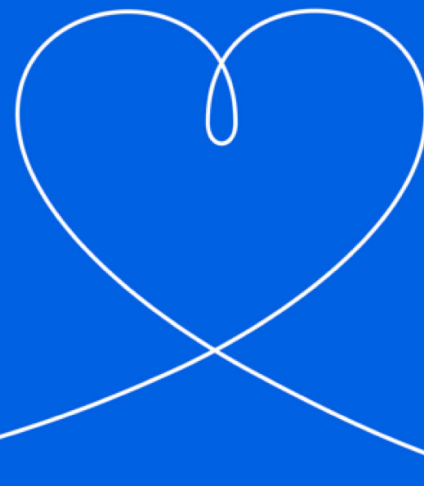




Employee Assistance and Well-being Program FAQ



LifeWorks is an employee assistance program (EAP) and innovative well-being resource, available any time, 24/7. As employees, you can access counseling, practical information, and digital content from LifeWorks to support your mental, physical, social and financial well-being.

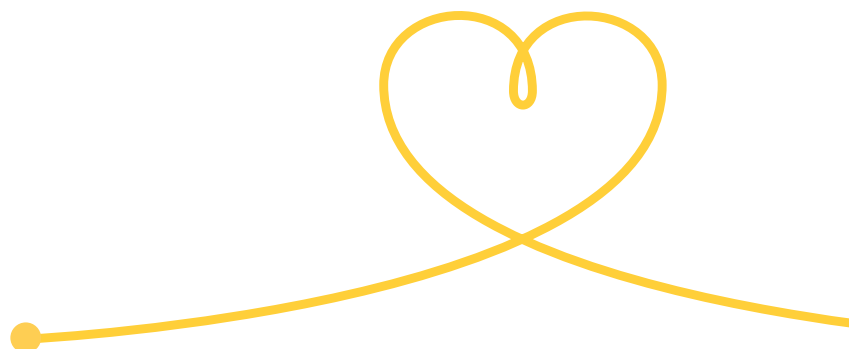
You can access LifeWorks by mobile app for iPhone or Android, by web browser (login.lifeworks.com) or by calling:

Toll-free, 24/7:

Online:

User ID:

Password:



Get the "LifeWorks" app!



What is LifeWorks?

LifeWorks is an employee assistance program (EAP) and well-being resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counseling (in-person or live by video), and to other specialists.

Why would I contact LifeWorks?

LifeWorks can provide support and resources to help you find answers to questions related to work, life, health, family, or money. You can contact LifeWorks for support with any issue, challenge, or concern. Advisors are available 24/7.



Who can use LifeWorks?

LifeWorks is available to you as an employee of your organization, as well as to your spouse/partner, and to your immediate family members/dependents.

Is LifeWorks confidential?

Yes. We take the utmost care to protect the identity of anyone who uses LifeWorks. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if an advisor or counselor deems an individual to be at imminent risk of harm to self or others.

Who pays for LifeWorks?

LifeWorks is available at no additional cost to you, as defined by your benefits plan. Your employer provides this program as a benefit to support your well-being.

What are the qualifications of EAP counselors?

LifeWorks' EAP counselors are highly qualified, and we carefully screen all our affiliates to verify their credentials and level of experience. Many of our counselors have PhDs and MDs; minimally, they are required to have a Master's degree in Psychology, Social Work, Educational Counseling, or other related human services field.

How many counseling sessions can I expect?

Our counseling model is short-term and solution-focused, with the goal of helping you address your particular issue. The number of sessions provided is based on what is deemed clinically appropriate, and up to the service level your employer has selected. You can access counseling for each problem or issue that you're experiencing. In the event that a concern is ongoing in nature, your advisor or EAP counselor will discuss with you the appropriateness of a referral to a community resource outside the EAP, and work with you to access that support.

If required, how quickly can I expect to get a face-to-face appointment with a counselor?

In emergency situations, you can connect with a counselor by phone immediately. In-person appointments can be arranged within 24 hours. In non-emergencies, appointments will be available within three business days.

When can I contact LifeWorks?

You can contact LifeWorks any time, 24 x 7 x 365.

How often can I contact LifeWorks?

You can access all the digital content and/or contact LifeWorks as often as you need.