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# The Standard Employee Assistance Program

3 Counseling Session Model

Administered by:

**HealthAdvocate<sup>SM</sup>**



# The Standard's Employee Assistance Program

- This EAP service is provided to you as part of insurance provided to you by The Standard.
- We hope this presentation provides you with some basic information so you have a better understanding of how this program can help you and your family.



## EAP+Work/Life

24/7 access to confidential help  
with personal and work-related issues

The Standard is **proud to partner**  
with Health Advocate as our EAP vendor.

A close-up photograph of a hand holding a small, bright red heart. The hand is positioned on the left side of the frame, with the fingers gently cupping the heart. The background is a blurred brick wall. A large, semi-transparent white circle overlaps the right side of the image, serving as a background for the text.

# About Health Advocate

- Headquartered in Plymouth Meeting, PA with offices nationwide
- 40 years of EAP and Work/Life services experience dating back to 1979
- Priority is treating members with respect and dignity, protecting their privacy and working to eliminate the stigma often associated with mental health services
- Services cover more than 55,000 clients and 32 million lives



## The right EAP+Work/Life experts to guide the way...

- Masters-level Counselors
- Registered Nurses
- Work/Life specialists
- Financial/legal experts
- Recognized leaders in the field
- All senior leadership are CEAP-certified

# Employee Assistance Program (EAP)

# What is an Employee Assistance Program (EAP)?

An employee benefit program that assists employees and covered members with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being.





## Health Advocate helps the whole family:

- Employees
- Spouses/Domestic Partners
- Married or Unmarried Dependent  
Children to age 26
- Household members

Available  
24/7/365





## Employee Assistance Program (EAP)

- Up to 3 sessions of counseling, per presenting problem, per individual, per rolling calendar year.
- Short-term problem resolution for help addressing a wide range of issues:
  - Stress, depression, anxiety
  - Marital problems, family/parenting issues
  - Work conflicts
  - Anger, grief and loss, substance abuse
- Provides referrals for more long-term support

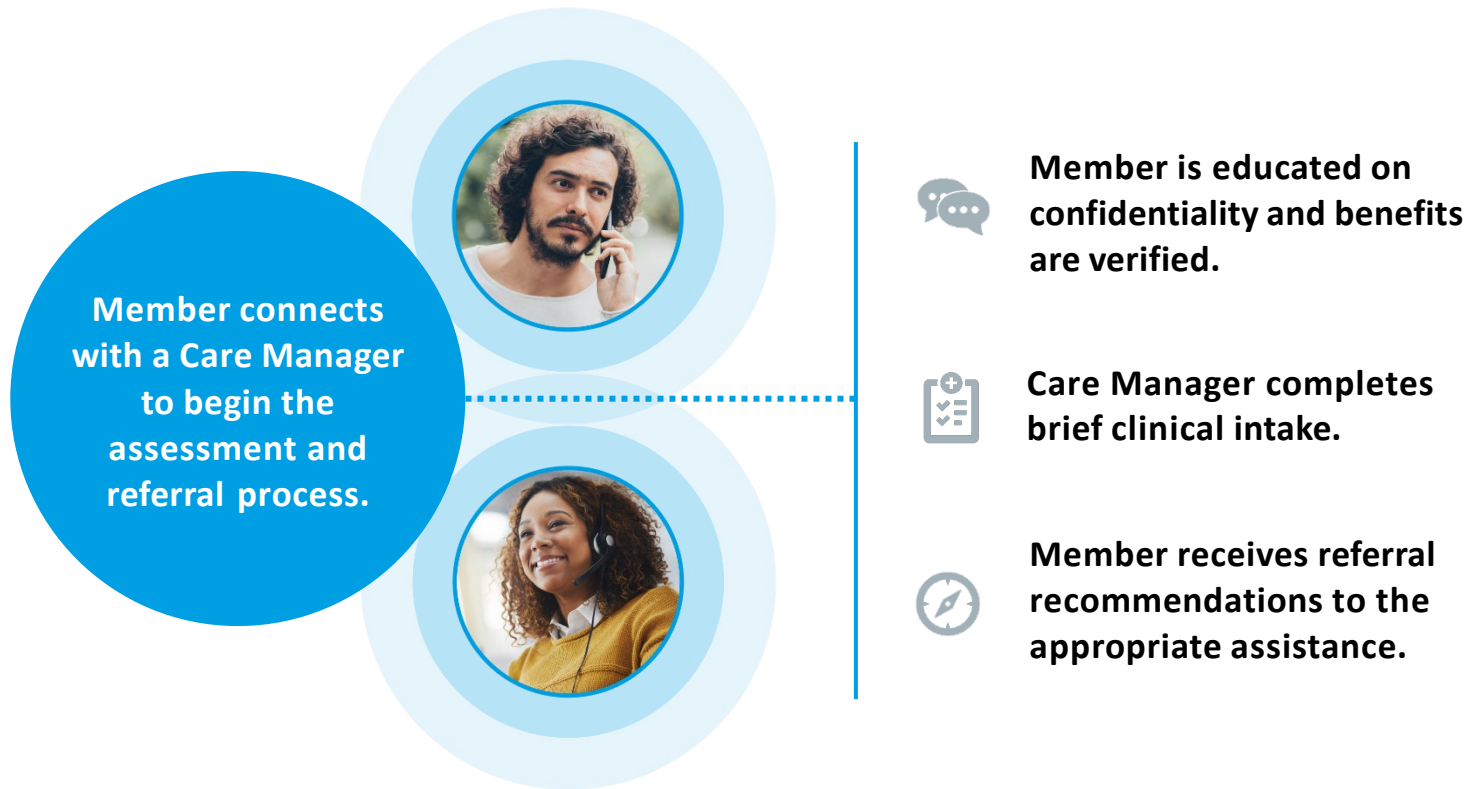


## Counseling Children

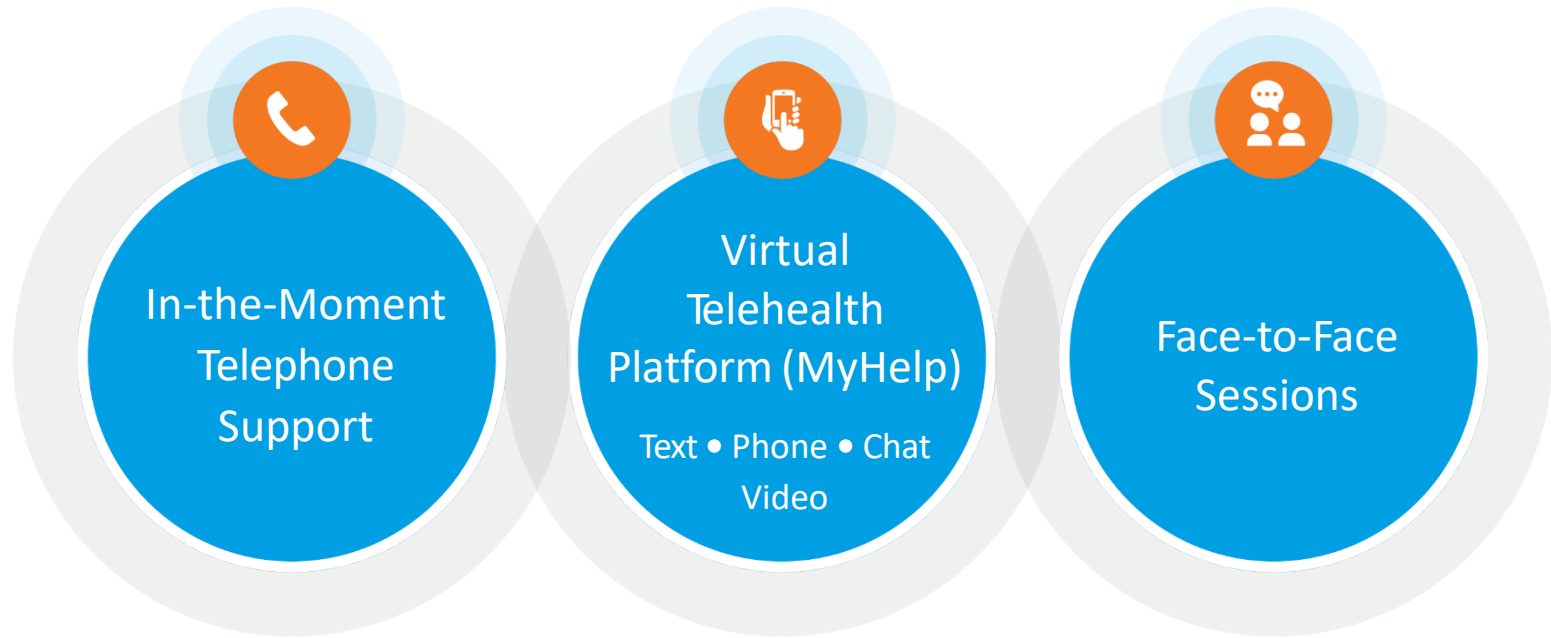
Counseling for children requires specialization that focuses on the mental, social and emotional development of children. Counseling for children is available as follows:

- Under age 12 - Will be referred to a counselor that specializes in child therapy through their insurance. Therapy sessions are not covered by the EAP. Coordination with members health insurance will be verified with recommended provider.
- 12 and older are eligible family/group counseling (with parent(s)/guardian(s) present) and this is covered under the EAP sessions.
- 16 or older are eligible for full EAP counseling services

# Member's clinical experience with EAP



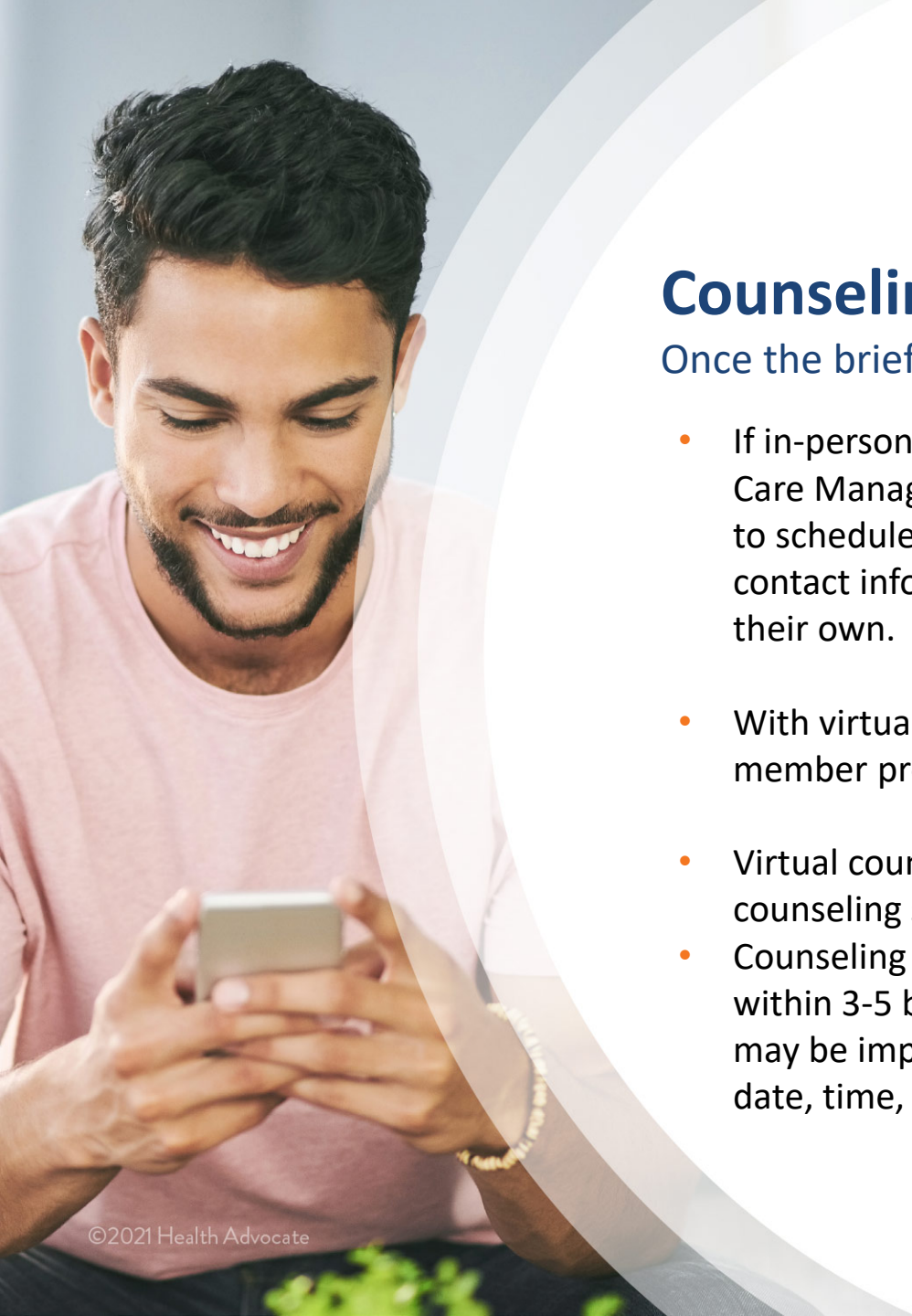
# Anytime, anywhere support





# Text Counseling

- Rising level of popularity
- Privacy
- Ability to open up about personal issues
- Many people find it less stressful than face-to-face



## Counseling Appointments

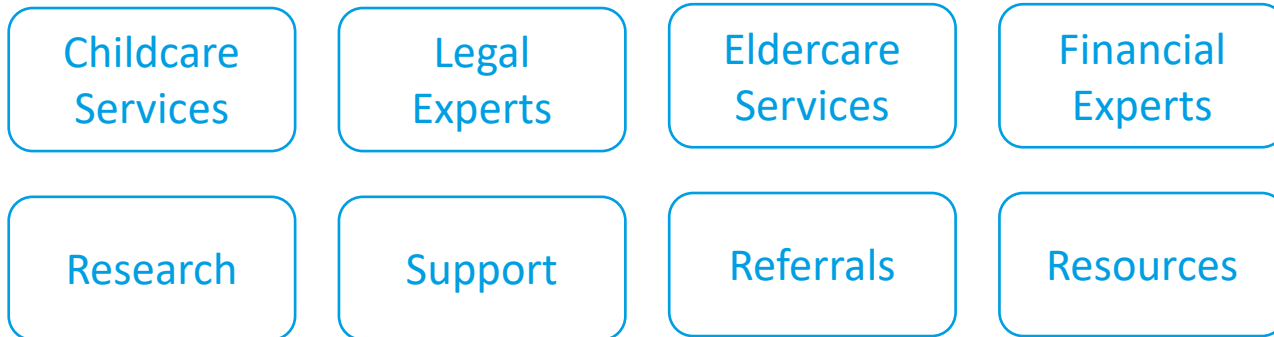
Once the brief clinical intake is complete...

- If in-person counseling is chosen, the member and Care Manager may call the affiliate counselor together to schedule an appointment or obtain the counselor's contact information and schedule the appointment on their own.
- With virtual counseling, an email is sent to the member providing access to the MyHelp platform.
- Virtual counseling may allow a member to begin counseling sooner than face to face sessions.
- Counseling appointments are offered and available within 3-5 business days. Appointment availability may be impacted by member preferences such as date, time, gender, modality of counseling.

# Work/Life Program

# What is Work/Life Support?

The go-to resource for life's day-to-day challenges. Work/Life Specialists help members by providing research and referrals on important issues. This helps balance work/life demands while improving productivity and decreasing turnover and absences. Employees feel supported and able to perform at their best, 24/7.







## Work/Life support

- Eldercare
- Childcare
- Legal Concerns
- Financial Issues
- Time Management
- Relocation Issues
- Identity Theft

### Resources available via:

- Phone
- Website
- Articles
- Tools
- Videos
- Calculators
- Forms
- Webinars
- Assessments

# Professional Financial Services

Up to 30-minute free consultation, per issue, by phone, from a financial expert  
Helping to alleviate financial worry and become financially fit

**Educating**



**Engaging**



**Preparing**



Credit management • Debt counseling • Budgeting • Restoring credit • Identity theft  
Home refinancing • Student loans • Retirement planning • Divorce

# Professional Legal Services

Up to 30-minute free consultation, either face-to-face or by phone,  
with an independent legal attorney  
25 percent discount on fees, if retained

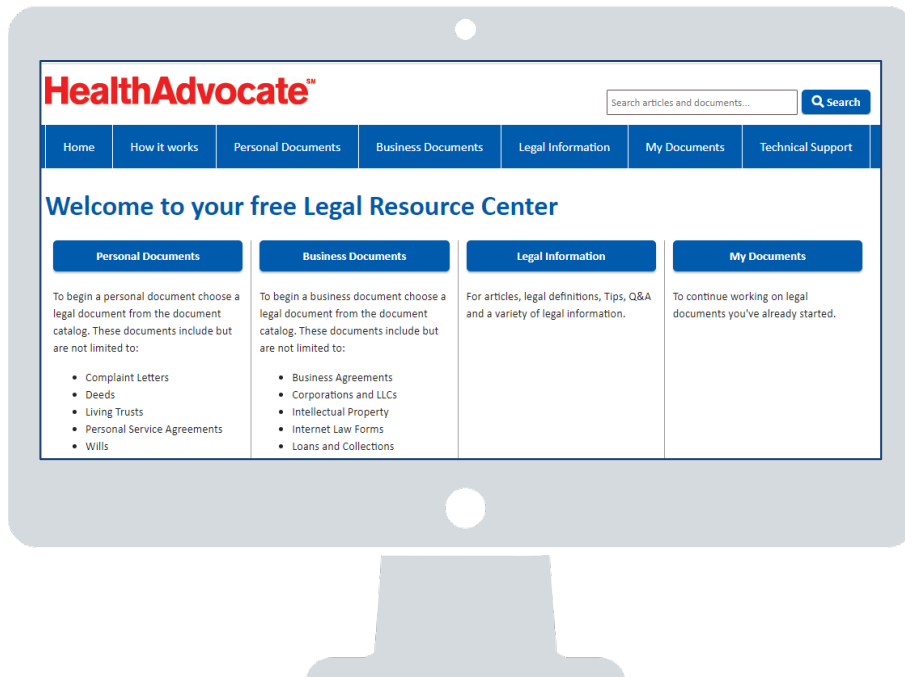
- Criminal law
- General/civil law
- Domestic/family law
- Elder law
- Separation/Divorce



- Real estate
- Tax and IRS matters
- Motor vehicle law
- Estate planning
- Child custody

# Personalized Legal Center

Online will and legal form library, by state, includes an extensive selection of forms and documents.



- Will/Living Will
- Power of Attorney
- Estate Letters
- Living Trusts
- Name Change
- Premarital Agreement
- Complaint Letters
- Personal Service Agreements
- Landlord/Tenant
- Promissory Notes

# Important Notes About Our Service



Health Advocate does not replace health insurance

## Private and Confidential



We protect your privacy



All health information  
is kept strictly confidential



We fully comply with the federal  
Health Insurance Portability and  
Accountability Act (HIPAA)

**EAP+Work/Life  
Communications and Contacts**

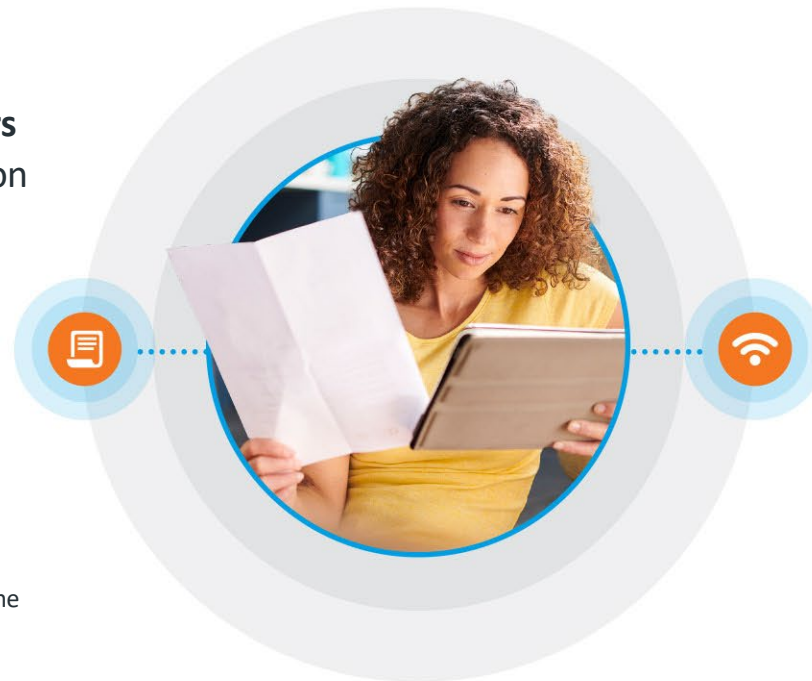
# Informational Content for Members

Guiding people to the right care and resources

**Member topic flyers** are always focused on the **whole picture of well-being:**

- Physical
- Emotional
- Social
- Financial

Shared electronically for easy printing in the office or at home



Plus, a **blog** with a robust collection of timely articles









Visit today!

**[blog.HealthAdvocate.com](https://blog.HealthAdvocate.com)**

# Communications

Website and app access to lots of different flyers, videos, newsletters and resources.

Easy access tiles to click on for fast access to the hottest topics like relationships, health and resources.

 <p><b>COVID-19 Resources</b> View the latest information, articles and webinars on a wide range of COVID-related topics.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>MyHelp</b> Reach a Licensed Counselor virtually anytime, anywhere.</p> <p><a href="#">LEARN MORE</a></p>
 <p><b>Webinars</b> View webinars on goal setting, budgeting, mindfulness, stress, resilience and other key topics.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Emotional Well-Being</b> Support your sense of self with information on a wide range of important emotional health issues.</p> <p><a href="#">LEARN MORE</a></p>
 <p><b>Relationships</b> Helpful articles on parenting, caregiving, self-care, making time for family and other topics.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Financial</b> A wealth of information on budgeting, debt management, estate planning, investing and more.</p> <p><a href="#">LEARN MORE</a></p>
 <p><b>Health</b> Self-assessments, videos and other information to help you understand your health status and risks.</p> <p><a href="#">LEARN MORE</a></p>	 <p><b>Financial Fitness Center</b> Information to help you reach your financial goals including budgeting, debt management and more.</p> <p><a href="#">LEARN MORE</a></p>



— Mental Health Awareness —

## Let's talk

Speak up. Show support.  
Together, we can shatter stigma.

1 in 5 people have mental or emotional health issues

The pandemic has disrupted many aspects of our lives, leading to relationship difficulties, depression and other mental health issues. These issues can be treated by counseling, medication or both. Yet many people don't share their pain because of the insensitivity that often surrounds mental health.

**Do you keep silent about feeling depressed, anxious or upset?**  
There is no shame in having mental or emotional distress or reaching out for help. The real shame is the stigma, misunderstanding, insensitivity and other reactions people have about it.

**Has someone revealed a mental or emotional health issue to you?**  
Ignoring that person, or telling them to snap out of it, just calm down, that things will be better in the morning, or that therapy is for weak people, can make matters worse for someone who is struggling.

**Speak up.** Tell others about your story and how you're feeling. It takes courage, but it's the first step to getting the help you need to feel better.

**Show support.** It's not always easy to find the right words, but the key is to acknowledge them without judgment.

Your Health Advocate Licensed Counselor can provide confidential support for emotional, family and work issues. Referrals to an appropriate professional are provided, if needed.

In a crisis, help is available 24/7.

Say something like, "It must be hard for you," and "I'm here to listen if you want to talk about how you feel."

**Did you know?**  
Untreated mental health issues are linked to an increased risk of chronic health problems, suicide, relationship difficulties and more.

**Most of these issues can be treated** by counseling, medication or both.

**HealthAdvocate™**

We're not an insurance company. Health Advocate is not a direct healthcare provider, and is not affiliated with any insurance company or third party provider. ©2021 Health Advocate. HA-16-2020096-1/21



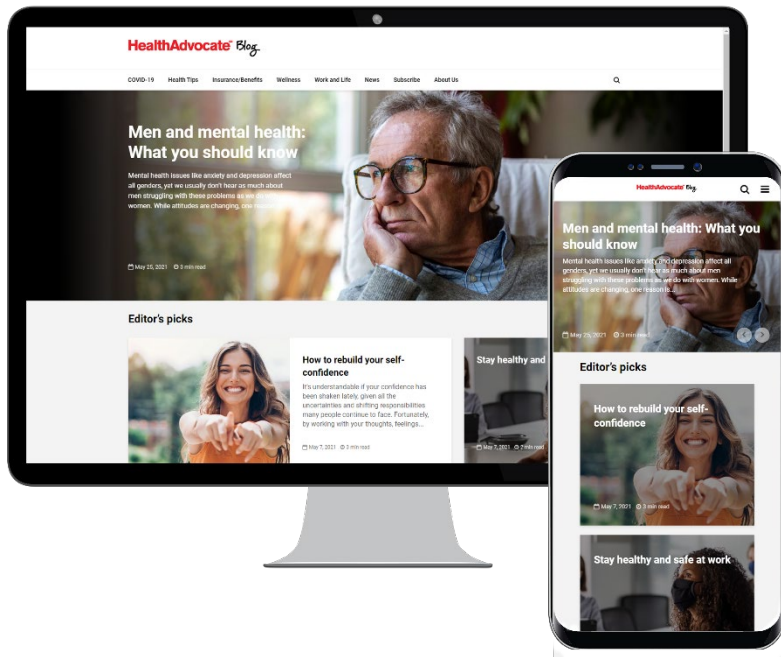


**Download the Health Advocate mobile app today!**  
**Organization Name is:**  
**[The Standard – EAP – 3 Visits](#)**



# Self-directed help for life's challenges anytime, anywhere

- Confidential counseling for personal, family, work issues
- 24/7 access to articles, tips, videos, tools, news alerts, interactive courses on leadership and personal growth
- Locate childcare, eldercare, financial and legal help
- Articles, webinars, and calculators
- Take health and well-being assessments



## Visit the blog!

A robust collection of timely articles viewable on desktop and mobile devices.

Go to:

[www.Blog.HealthAdvocate.com](http://www.Blog.HealthAdvocate.com)

and click [Subscribe](#) and sign-up for bi-weekly email updates!

# How to reach the Health Advocate EAP+Work/Life

With dedicated phone lines Health Advocate will know when an employee or member covered under Standard Insurance Company is calling in...

## **3 Session Model**

1-888-293-6948

[www.healthadvocate.com/standard3](http://www.healthadvocate.com/standard3)



**Questions?**

**Thank you for  
your time today!**