

# Employee Assistance Program (EAP) Employer Reference Guide – Standard Option



Up to **5 sessions of counseling (phone or video)** per issue per year included

## Support for Employees

### Suite of services, including

- EAP Consultation – 24/7 access to qualified EAP consultants for assessment, support, personalized assistance, crisis intervention, digital educational materials, and referrals.
- EAP Counseling includes up to five (5) virtual sessions for assessment and short-term problem resolution provided by a network of qualified EAP counselors. If it is determined that the presenting clinical issue is not appropriate for short-term counseling, the participant will be referred to the appropriate resources

### Work-Life Services

Work-Life Consultation – access to qualified consultants for information, assessment, action planning and resources, digital educational materials, and referrals to local resources and assistance in areas like:

- Parenting & Child Care
- Elder Care & Caregiving
- Family support
- Financial assistance
- Legal services
- Community Resources

### Financial Services

- Financial Consultation – access to qualified consultants for information, assessment, action planning and resources, digital educational materials, and referrals to local resources and assistance
- Financial Professional Consultation – access to consultation with certified financial professionals; TELUS Health does not provide investment advice or loan funds

### Legal Services

Access to qualified consultants for information, assessment, action planning and resources, digital educational materials, and referral to local resources and assistance

- Network Attorney Consultation – access to consultation with network attorneys delivered via telephone or in-person to include up to thirty (30) minutes of consultation per legal issue (“Initial Attorney Consultation”). TELUS Health does not provide legal advice or representation, or review of real estate or trust documents; discount on Attorney Services – following Initial Attorney Consultation, discount off standard legal fees as offered TELUS Health’s network of attorneys

### Identity Theft Recovery Services

This service includes a telephonic consultation up to sixty (60) minutes in length with a financial counselor who will help the Member to determine if the Member was a victim of identity theft and recommend options on how to place fraud alerts, freeze credit, file police reports, and conduct other activities necessary to resolve fraud. General information on identity theft prevention is also available.

**Call:** 1-888-319-7819

### TELUS Health Mobile App:

[Apple](#) & [Android](#) Stores

**User ID:** metlifeeap

**Password:** eap

### Website:

[one.telushealth.com](http://one.telushealth.com)

**User ID:** metlifeeap

**Password:** eap

## Telephonic Life Coaching

- Access to life coaches who are Masters level counselors/consultants with disciplines in social work, counseling and psychology; are board certified coaches (BCCs) and are credentialed through the (CCE) Center for Credential and Education. Each coach received their training from the ILTC (Institute for Life Coach Training)

Ability for participants to partner with a life coach to help address issues, overcome obstacles and attempt to achieve goals agreed to between the life coach and the Participant

## Support for your Managers

### Communications to Inform Your Employees:

- Marketing Materials
  - Employee Flyers
  - Posters
- Email Templates
- Mobile App
- Monthly Communications

### Initial Onboarding Orientation

Access to employee program orientation – including recordings and web-based delivery of scheduled training on the suite of services available through TELUS Health

### Management Orientation

Access to manager program orientation – including recordings, and web-based delivery of scheduled training on the suite of Services available through TELUS Health. In addition to Services featured in the employee orientation, the manager orientation will have information on services available for the organization – including Manager Consultations, Workplace Referral Program (formal referrals and substance abuse), Trauma support & Critical Incidents.

### Training Sessions

Employers can purchase directly from TELUS Health on a fee for service basis as outlined on the rate card (web-based or in-person)

### Manager Consultations

Confidential coaching on workplace issues and/or mental health concerns that may be interfering with individual and/or team performance.

### Workplace Support Program (monitored/mandatory referrals)

- Specialized workplace referral program for employee performance, behavioral or substance abuse issues. The service also offers a telephonic assessment of the employee, treatment recommendations and subsequent compliance reports to the employer. Case management also includes program referrals, compliance monitoring, and status reports to the Designated Employer Representative (DER). Substance abuse case management is up to one year from initial contact date (or until recommendations are completed). Face to Face assessments to satisfy Department of Transportation (DOT) substance abuse violations are also offered at an additional cost

### TELUS Health Website - [one.telushealth.com](http://one.telushealth.com)

A comprehensive and flexible array of resources through one Web site and app with resources and tools focused on helping Participants' find supportive resources and build wellbeing.

Connect to services through chat

Digital wellbeing content and resources including, podcasts, articles, videos, and interactive tools

Online Locators

CareNow a collection of self-paced programs for life, health, work, relationships, and money that promote positive behavior change.

### TELUS Health Mobile Application

Search for "TELUS Health " on the Apple or Android App Stores

### TELUS Health Onsite Services - Available on a Fee For Service basis

Critical Incident Stress Management (CISM): CISM is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7 365 days a year via the toll-free line. The service includes management consultations as well as the coordination for onsite critical incident response for events including; sudden death, anticipatory grief, workplace accidents, , natural disasters, and workplace change.

## Utilization Report Frequency

Utilization reports will be available to accounts based on the following parameters.

Account Size	Report Type
<1,000	Yearly Report on Request
>1,000	Quarterly Report

## Additional Services Rate Card

Additional services are available by request at the rates listed below. To receive one of these services please call 1-888-319-7819.

Service Description	Rate	Billing Event
<b>Critical Incident Stress Management:</b>		
CISM hrs. Rapid Response within 2 hours of request (2 hr. minimum)	\$315.00	per hour
CISM hrs. Standard within 24 hours of request (2 hr. minimum)	\$230.00	per hour
<b>Organizational Services:</b>		
Organizational Change Immediate Response (2 hr. minimum)	\$315.00	per hour
Organizational Change Standard Response (2 hr. minimum)	\$230.00	per hour
Fitness for Duty Assessment	custom	per occurrence
<b>Training:</b>		
Standard webinar	\$350.00	per hour
Standard In-person	\$450.00	per hour
<b>Other:</b>		
Orientations	\$125.00	per occurrence

[metlife.com](https://www.metlife.com)

In the case of providing information on third party services and programs, including referrals to established community resources, TELUS Health is not responsible for, liable for, or provide insurance for the actions or inactions of such third parties.

EAP services provided through an agreement with TELUS Health. TELUS Health is not a subsidiary or affiliate of MetLife. Information disclosed directly to TELUS Health is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.

