



## Employee Assistance Program

---

When employees are happy in their personal lives, they can fully focus on their work. This leads to a more productive and fulfilled workforce. But when personal issues arise, as they naturally do, that can change.

Enter our employee assistance program (EAP), powered by TELUS Health.<sup>1</sup> The EAP can help members find the mental, physical, social or financial support they need to bounce back from life's ups and downs.

### Help your workforce address personal issues

To help your employees be their best at home and at work, our EAP provides the support they need to overcome whatever life throws at them.

- **Emotional Support**—Anxiety, bereavement, depression, personal relationships, sleep management, stress, and more.
- **Work-Life Balance Services**—Elder and childcare matching, financial support, legal services, relocation, and more.



*Employees can access our EAP 24/7 by phone, online or with the TELUS Health One mobile app.*

Through our online EAP platform, your employees will have anytime-anywhere access to:

- An extensive network of highly qualified counselors worldwide
- Thousands of clinically verified and trusted articles, toolkits, podcasts, self-assessments and more
- Exclusive perks and savings on brand name retail items

## Help your workplace control healthcare costs

The services offered through an EAP, specifically emotional and mental health support, are not subject to out-of-pocket costs. This adds value, whether you have an HMO, PPO, or even a consumer-directed health (CDH) plan with a health savings account (HSA). Members may be more likely to use these EAP services than their benefits or HSA dollars.

## Provide emotional support your workforce needs

If your organization, like many others, is prioritizing mental and behavioral health services, our EAP can help. Through the EAP, participants have access to at least three no-cost appointments with behavioral health clinicians and counselors. For short-term needs, these may be sufficient. If necessary, they can pursue additional support through their healthcare plan.

Members with CareFirst BlueCross BlueShield (CareFirst) medical coverage have access to our **Behavioral Health Digital Resource**, presented together with 7 Cups of Tea (7 Cups), the world's largest behavioral health support system, as well as our **extensive network of providers**.

## Additional On-Demand EAP Services

Our EAP program provides support to help you better assist those you serve.

- **Managerial Support**—Employee referral, manager training, employee support for issues like bullying, sexual harassment, etc.
- **Critical Incident Support**—Get support for tragedies in the workplace for issues like natural disasters, industrial accidents, workplace violence, etc.

**Ask your CareFirst sales representative for more information on how your organization can benefit from our employee assistance program, powered by TELUS Health.**

### EAP services

- Member website
- TELUS Health One mobile app
- Online services
- Counseling via telephone, video or in-person
- Well-being content and self-assessments
- Program orientation and training<sup>2</sup>

<sup>1</sup> Formerly known as LifeWorks, TELUS Health is an independent company that provides employee assistance program (EAP) services to CareFirst members. TELUS Health does not provide BlueCross BlueShield products or services and is solely responsible for the EAP services it offers.

<sup>2</sup> Additional charges may apply for employer services.

In the District of Columbia and Maryland, CareFirst Diversified Benefits is the business name of First Care, Inc., an independent licensee of the Blue Cross and Blue Shield Association. In Virginia, CareFirst Diversified Benefits is the business name of First Care, Inc. of Maryland (used in VA by: First Care, Inc.). BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.