

Your Program Benefits to Help you Lead a Thriving Life

welcome to Your Program Benefits to Help you Lead a Thriving Life. I am a registered nurse. A certified health and wellness coach and a trainer for Magellan health care. I worked for over 15 years in some capacity for the employee assistance program. I use these benefits myself. I know other people have used them. My family members have used them. I want to share what is available to you and how you can use these benefits. We have been going through major issues over the last few years in so many different ways. There is really hardly anyone that I know of that hasn't been touched by something that has been difficult in the past couple of years. We had lots of good things, too. Lots of celebrations and we had to move our lives around in so many different ways and make changes, it can be a little stressful to say the least. Your company does care about your mental health and emotional well being and quality of life. That's the reason you have these benefits. They know life is full of all kinds of twists and turns and difficulties and so no matter what you are experiencing, your program can usually help. There are so many resources out there and available we can help you with. Today we are going to talk about your benefits and also how to access them and what services are available as a whole. I want to give this disclaimer. We have people on this call from companies all over the United States. Each one of your companies has your own unique benefits and we don't know what your company's benefits are per se so we can't answer detailed questions. The benefits I describe here are not necessarily going to be all your specific company benefits. Call your toll free number or visit your member website to get the details on your specific benefits. If you are not sure of your toll free number or the website, contact your Human Resources department and tell them you would like the contact information for the employee assistance program or the EAP. As an employee, I'm sure you know, it's why you are here today that you are eligible for these services through this program. You are here to hear what the benefits are. Your household members and dependants may also be eligible. I am going to give you a quick quiz. I promise it's going to be super easy. I have people answering. I haven't asked you the question yet. It's very easy. It's yes or no. If I am in a long term committed relationship, a committed partner, is that person eligible for benefits through the EAP? Yes or no. Click on the radio button, the round icon and that will broadcast your results. I'm in a long-term committed relationship, I have a committed partner, is that person eligible for services? I got 70% saying yes. 30% saying no. The poll, no, that person isn't eligible and the reason being, if they are living in my household, they are eligible for benefits. If they are not living in my household, they are not. It's kinds of a trick question. They could be if they lived in the household. They may not be if they are not living in your household. My daughter is away at college, is she eligible for services? Yes or no? 92% saying yes. She is eligible. Here is another caveat. If she is your dependant, she is eligible. If she is still, she lives in the household and goes off to college, you are still claiming her on your taxes, she is still eligible for benefits. Yes, she is. How about my father moves in with me, he is elderly, is he eligible for benefits? we are getting almost to 50/50 on this one. He is eligible. The key to that one is, he moved in with me. He is eligible for services if he moved in with me. Thank you for answering those questions. I want you to think about that. You don't know for sure if someone is eligible unless you call and find out. Please do. Please call in. If you move in with -- is he eligible, yes. He is in your household. Anyone in your household. It doesn't matter. That becomes your household. Everyone is eligible for the benefits. Someone asked, said I don't get health insurance through my company. Neither do I. We are still eligible for benefits. I would call in to make sure, every company, maybe a little bit different but it does not exclude you just because you do not sign up for health care benefits through your employer. This service is provided to you at no cost. It's a prepaid service brought to you by your employer, available 24 hours a day, seven days a week, 365 days a year. It is completely confidential. We are a third party providing this service. We do not tell your employer if

you call in. We cannot do that. We only provide your employer with reports, numbers of people who have used the services and things like that. We never release your information to your employer unless you gave us a consent and asked to do so. Every adult family member gets signed up separately. If you call in and your husband calls in, your husband is not going to know you are getting services. Everyone has confidentiality when they use this service. There is a few legal exceptions to confidentiality. This applies to anybody working in this field. Child or elder abuse. Someone who is enat no time on completing a suicide or homicide or if we get a court order. Those would be reasons we have to break confidentiality. Other than that, we would not. Your benefits allow you how you want to access them. Self serve by going on the website or call in and get professional help. Listed here is what we are going to go through, the services we are going to go through quickly. You might be, someone is asking, let me go back to this. I would call in, if you have stepchildren in the home. I don't want to give you the wrong answer to that. I think if they live in your household part of the time, they maybe eligible. I would call in and ask for that. it does not matter if people are on your benefits, if they live in your home. Off child that lives in your home and it's part of your household, they would get it, even if they have their own insurance benefits, they work as a server and have benefits through that, they still get benefits through this EAP, because they are your household member. Household members do. Thank you for asking. I want to talk about, what are the reasons people use these services? You might be thinking, what would I use these for? What is the reason that I might want to call in to see about these benefits? I'm going name to you some of the most common reasons people call in. Relationship issues is is probably the top reason we get calls and that's dealing with different issues with relationships. Domestic partners, marriages, it could be kids. Also managing stress. That's huge right now. Building up coping skills to Len how to deal with that stress. Sleep, sleep is a huge problem across our country and across probably the whole world. It's a huge issue. We are here to help with that. Boosting emotional health. Supporting a healthy lifestyle. We also help deal with work conflict. Substance use concerns. Resources like child or elder care resources or pet resources. Legal and financial questions. You can see there is a lot packed away in the benefit. We cap say this enough, I'm going to repeat it again. We are here 24 hours a day, seven days a week, 365 days a year. If on Thanksgiving day, aunt may starts up a conversation that's really inappropriate and you would like to say something that you know is not going to go well and you want to keep the peace, you can walk away and go to another room and call the toll free number and talk about that situation and get resources right then and there or say you are up in the middle of the night and something is weighing on your mind and you cap get it off of your mind and can't get back to sleep, call in and talk to someone. Maybe it is you need to talk through something for a few moments or need resources to deal with that problem so you can get better sleep. You can see you are never alone when it comes to your emotional health and wellness and work life concerns. Let's talk about those specifics of the benefits. The first thing I'm going the talk about is, we have a full spectrum of digital well being and emotional wellness tools you can use. I have discovered these myself. I'm loving them. These are made so you can use them on a computer, a smart phone or a tablet. Let me tell you how this works. I use my benefits. It's important for me to maintain my work life balance and keep my stress under control and I do that by using these tools. With this benefit, what I found helpful is it is self paced. It's personalized. They asked me a few question when I logged in to make sure they gave me information that was specific to me. I set up everything I wanted to set up, notification for myself, I get them in email and on my phone. It remind me to read a new article or look at a video, I can track my mood, my sleep, my stress, pain, they have lots of different things you can track. It's all teaching coping skills and ways to deal with things and things to deal with stressors right in the moment. Before I got on this session today, I could open up one of my digital care app and get in there and do a breathing exercise to calm myself and be the best person to show up and talk with you today. There is really a lot of good out there. This is all you sign up for it and do this on the web. You do not have to call in and talk to anyone to use the service. It's at your power. If that isn't enough for you, though, we have other option available. For

example, there is telephonic lifestyle coaching. That's available and coaches are there to help you create action plans and also stay on track before I did this job I'm in today, I was a health and wellness coach for over five years. It was so rewarding to work alongside with our members to really help define what your goals are, what some of the challenges are, developing an action plan, coming back and checking in and seeing how that's going. Reworking that action plan. If it's not really suited or turns out it wasn't the right plan, then continuing to follow up. These are short-term sessions that you have. Usually around five or six maybe, maybe a little bit less. They are really there, the coach doesn't want you to be dependent them. They want to teach you how to move through and deal with life experiences. Relationship concerns, sleep, maintaining a healthy weight. Also personal improvement. Your coach doesn't have to be an expert. The coach treats you as the expert. You are the expert in your life. The coach helps to organize and put the puzzle pieces together so you can be the best you can be and reach your health and wellness goals. I gotten a couple of questions here that I want to go over while we are on the coaching. Some of the coaches have certifications I don't know what that certification is. You would need to ask about that. I know we have coaches that have been doing this for 16 years-plus, we have seasoned coaches that are out there. How often do you talk to a coach? You set that up and determine that. It's more frequently in the beginning. As you go along it stretches out further to give you time to do the thing on your own and come up with your own skills and practice those as you go along. someone asked about the digital services. You go to the member website for those. If you call, if you don't know what your member website, call the hr department, they will help you with that information. Ask them for your EAP contact information and tell them you need the website. Someone asked if a minor child can use coaching. You need to call in about that to find out. You are talking about a 17 year old, I'm not quite sure. Call your toll free number and ask and see what the age cut off is. It maybe 18 for coaching.

Let's move on here. We want to talk about, sometimes coaching -- you need more of a counselor. Something a professional person to talk to about situations. A consultation or counseling could be available to you for more complex issues and the licensed professional can provide support and tailored to your situation and what you are dealing with. Counselors will help with a lot of life challenges. More complex issues related to relationships, anxiety and depression, weed those out and figure out if there is something going on that you need additional help with or maybe a performance issue you need to talk through, anger management is a big one we get people calling in about. Overall emotional health issues and anything that might affect your well being or job performance that could be another reason that you would use these services. If you have a telephone consultation, what happens with that, you would call in for your issue you get someone on the phone and talk with them right then and there and they give you the resources you might need. Some of the reasons people call in is maybe they are having, going through a break up, a divorce or maybe lost a loved one or a pet. We get people that lose their pets and call in because there is grief related to that. We get parents calling in for guidance on a child, whether a minor or adult child. I raised my children and they are now adults. If in the midst of that I feel for you you have to help how to be a parent to an adult child. You can get resources related to that. Dealing with stress at work. Care taking, maybe someone elderly or disabled or a child that maybe stressful or feeling down or anxious We had those times over the last couple of years. Counseling can be face to face in an office that's close to you or it could be from four virtual modality. That's text messaging, live phone session, live video session or chat. I told you before I'm going to disclose, I have used services recently I had something on my mind that I wanted to work through and I didn't feel like I had anybody that one emotionally tied to this issue so what I did was I said I'm going to use my virtual modalities to talk with somebody. I had live phone sessions and text sessions with somebody that I talked through the situation. We figured out a plan for me and I felt better about deciding what I wanted to do to move forward. Maybe four sessions I had and I was done. I was good to go. Think about how you can

use these sessions to help. in-person and virtual counseling is available for the entire family. Individuals, couples and teens. With teens, what I want to say, we have to get parental consent and has to be in accordance with your state laws. You would call and check on that through your 800 number to find out exactly how it is for your state and how your team might use the services. You can toggle between the virtual therapy. I used text and phone. If you choose face to face, you have to stay with face to face. You can't then choose to go to virtual and keep the same counselor. I want to make sure you know that. Less talk about the services available that you may not know are out there. Work-life benefit. Work-life web services are vail, they have lots of different services that are out there. Some of you may have convenient services. What that is, it's like an, Angie's list. I had an issue, my mother passed away. She had an estate issue and lived in another state. I needed a lawyer that I could talk to get advice. They gave me informationful this is related to financing and education. I am going to give you more information on the legal information later. These benefits that are available to you, there are so many things you can do. I had an issue at my home I needed something fixed. I needed a mud jacking. I called up and they looked for some, people that could service me and reliable and that would, I could call and get some bids. I didn't know who to call for mud jacking but they called and got people who could help me and I didn't have to worry about them being someone who was going the scam me. Er made a difference when I called take that off my plate and give it to someone else and let them do it. There are lots of things you can use the work-life services for. Lots of resources. I have a new puppy. I use my work-life web services to get additional information for that. There is all kinds of reasons you might use that. The employee discount center is available, you got hundred of different discounts that are available to you. They are products and services that would help you and your family, your areas of personal care or travel, home, entertainment and that kind of stuff. Your member website. That's your over arching area where you can go to get so much information. It's really easy to use. It's set up with simple program tiles which make it easy tona gait to get to the services that you need. Also when we talk backs let's jump back to the counseling services. Not the coach ing but the counseling. If you don't want to call in, you want to get out there and look and see who is available, there is a provider search that will allow you to look for a provider that's near your home. You can filter for specialties, gender, locations and find the right provider for you. If you don't want to call number, register and reef a confirmation that allows you to call the provider and set up the appointment so you can go to your session. There is a life chat feature, you can get information on things like your specific program details. Locating community resources and maybe how to choose the right provider. There is a monthly news letter and live webinar and health and wellness topics. You are this one of those webinars right now. We have these types of webinars, usually on different types of health and wellness topics like stress management. They are available every month for all employees. They are on the second wednesday of the month. We record them and put them on the website so you can view them later on demand and you can share them with your family, if you like. There is quarterly webinars for leaders and managers. Those are separate. We do those quarterly. The learning center provides you with emotional health and wellness resources and topics, resiliency and work life balance and dealing with life changes. Videos, podcasts, recordings, a variety of information available to you. So legal and financial. fist I'm going to talk about financial services. You have two free 30 minute telephonic consultations available to you for finance. If you decide you want to continue to work with someone like a money coach, you would get that at a discounted rate. They can help you with things like financial planning, debt consolidation and budgeting, retirement planning, someone mentioned about wanting to have a good retirement, this is that piece of that. You can get advice, financial advice on that. We have the coaching and the counseling for the emotional aspects of retirement. That's definitely a benefit. Here is the legal services I referred to earlier. A 60-minute consultation that's available to you at no cost. It's up to 60 minutes. I want to point out they cannot help you with work related issues, that could be a conflict of interest. They can help you with other issues, criminal disputes, divorce, bankruptcy, I sold a car and was able to. go on the

website and got a simple contract and I sold the car, I sold two cars actually with the contracts. I told you about my mother when she passed away. I got a legal consultation As part of my benefit. It helped me on that one-hour call and took care of everything and I didn't have to worry about it and didn't have to pay a dime for that. You have ID theft resolution services. That allows you to have up to a 60 minute telephonic consultation with a highly trained fraud resolution specialist. They are going to discuss issues and answer questions and give you directions and tools to resolve any kind of ID theft situation. You get a free ID theft emergency kit and gives you valuable information on what to do if you have been affected by identity theft. I want to look at a couple of real life examples. Reasons why people call in to the EAP and I'm going to talk to you about destiny and give you what she did and her outcomes and what happened with that. The next two people we talk about, I'm going to ask you how you think they could use our benefits. Destiny is a restaurant worker, she has worked through the pandemic and she has gotten all kinds of stress that's happened, long hours with shorter staff, she is stressed, had people be rude to her and gone through the gamut and carrying the stress and she is not sleeping well, having a rough time. Destiny calls in to the toll free numbers and talks with a clinician that completes an in-take assessment and talks through what are the resources that are available. Educates her as to what she can do and enrolls her in coaching. After that consultation, she signs up for digital self care program for sleep issues. She works on that on her own and using that in line with using her coach. They can use that tool together in the coaching, the coach can work with her and she can find out, score herself on her sleep and work together on the sleep issues. Her coach helps her to define her specific goals and also gives her additional resources which include different health and wellness articles and information from the member website. As a result, destiny is able to improve her sleep and she feels confident at work and continues to build on her stress management skills. Now I'm going to talk about Tom. I'm going pull a poll question for you. I'm going to ask you what you think Tom can do with his issues that he is dealing with. We will use -- Tom is a warehouse worker and works night shift. If you have worked the night shift before -- [NO AUDIO] --it's very difficult. He has his wife that stays at home and cares for their newborn triplets. He has quite a lot on his hands. Tom and his wife are interested in buying their first home but concerned about finances and saving for their kids future. How do you think this program can benefit them? I got lots of people answering that. Let me go through these. I'm not going to broadcast but I'm going to tell you what people are saying. Provide counseling and financial planning resources, child care, financial planning assistance, home buying workshop. There is not a home buying workshop but your work life benefits can talk about loans and real estate and go through the information to educate you, it maybe more self paced. The work life services will be great. Necessary when you are working odd shifts. School and college planning for the kids. Discuss with a financial counselor. Talking to the finance people. Child care, absolutely. At this point, his wife is staying home. They may not need child care but that eventually, that maybe something she decides to do is go back to work. I'm going end the poll. I will tell you what happened. What he did. He used the live chat and chatted for a bit and decided to call in and talk to somebody. He got the assessment. They went through everything with him to determine his needs, educated him didn't legal and financial services that are available out there. Also educated him on the website. Kind of where he could find certain things. He did use his legal financial benefits. He talked to a financial expert. He also saved some articles and videos that he could use to help him with his stress and really I'm sure, I would imagine parenting would be something he would want to get assistance with and dealing with the babies. As a result of him using the services he feels like he has a financial plan, he feels good about that and has a burden lifted off of his shoulders and continues to use the member website to use the resources to continue to build upon what he has. Our last person is Sabrina. You can tell me how you think the EAP can help her. Sabrina is somebody that works from home. She is stressed about her student loan debt and sometimes feels isolated being at home. She lost her sister due to a long-term illness and gained custody of her sister's two dogs. She has a history of depression and tried counseling in the past but couldn't fit it into her schedule to go to the in-person

visits. Let's see what you guys said. Counseling and pet care. You can find someone to walk your dog and board your dog or a vet, you can ask them to look up vets or if you have convenience services, consult with someone to lower her payment and interest. The financial services, virtual counseling. She can use virtual modality instead of having to go right there in the office, it's more convenient for her. Help with work life balance. She can feel like she has less on her plate. Somebody talked about the dog walking. absolutely. Grief counseling. Yes. Grief, grief counseling for losing her sister and all of the stuff. Grief for moving to work from home and everything that's happened over the last couple of years. These are great. Thank you so much. Let's see what Sabrina ended up doing. She called in to her toll free number. They completed the assessment. She gets resources that she needs and decides to use that virtual modality for counseling and can deal with the grief. She uses the member website to set everything up and does it at her own pace rather than having to fit it in or calling or doing things when it's not at her time. After a consultation, she went out and did her own set up of her virtual therapy at her own convenience when she was ready to do it. As a result of everything that she got, she got financial guidance, she was working on paying off school loans and learning how to deal and cope with depression. She is feeling like she is less depressed and feeling more optimistic about her ability to care for her sisters beloved dogs and also more confident in her ability to pay off school loans. We talked about three people and how they used the benefits. We are here 24 hours a day, seven days a week. I want to ask you, how can you use your benefits? How will you use them? How will you use them maybe today? You could call today to use these benefits. There is something out there that or get on the website today. How would you use them? i'm not broadcasting these. I'm going to read some of them. We do not have your telephone number or website. we have companies from all over the United States on here today. It's a global call. Contact your Human Resources department and ask them for the contact information for your EAP. we have people here that are making commitments, I'm sorry, my cursor gets stuck on. There we have people making commitments to locate a counselor to help with depression, to reach out for retirement help, making a will, stress management, legal help, absolutely. Call and ask about the home buying resources. Reach out for financial assistance to reach goals. Someone has -- that's absolutely a good reason to call. Someone dealing with a husband who has cancer. Calling in to talk about that. Having someone to talk to. That's one of those times when sometimes people, other people are emotional and sometimes nice to talk to somebody who is not within the emotions of all of that so you can get a non biased opinion. Online tools. Help a spouse to deal with stress. Yes. The family member, elder care services and services for staff. You can refer your staff. Let them know about these. I am going to go ahead and pull up, we don't have much time. I'm going to pull up the certificate of completion for you. I want to just say to you, we got lots of questions, lots of questions that are coming in has to do with your benefits, specifically, I had one question I want to answer. Someone said, hey, if I have a certain number of sessions to see a counselor, is that all I have for the year? If I have three sessions to see a counselor, those are three sessions per issue per year, per person. If you have an issue with losing your job and you call in and use the sessions and later on you have an issue where you get sick and can't work and feel sad and you are dealing with that grief about that period of time, call in for that. That's another free session. You have a relationship issue, call in for another few sessions It's per issue, per person, per year. you can answer the satisfaction poll, it would be appreciated. The question is rate your overall satisfaction with today's webinar. The answers are very satisfied, satisfied, dissatisfied or very dissatisfied. Couples counseling is available. I would call in and if your questions weren't answered here today which we didn't have time to answer all the specific questions, you got a lot of good questions, please call your EAP member. If you don't know what that is, reach out to your hr department and ask them for that contact information. It looks like we have run out of time today. You can use the certificate or download the certificate of completion. It's available to you. Click that download button, that's what is going to get you the certificate saved to your computer. That does end our session today. Thank you so much for joining and I hope all of you will go out and use your

benefits starting today. [Event Concluded] This message is intended only for the use of the Addressee and may contain information that is PRIVILEGED and CONFIDENTIAL. If you are not the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, please erase all copies of the message and its attachments and notify us immediately.