

Employee Assistance Program

WELLNESS & SUPPORT



How to Use BetterHelp Online Platform

Note – BetterHelp is not appropriate for clients in crisis. If you need immediate support, call 1-800-777-4114.

HOW DOES IT WORK?

1. Call FCH EAP at (800) 777-4114 or go online to www.firstchoiceEAP.com to request services.
2. FCH EAP provides your unique registration access to the BetterHelp platform.
3. Complete a brief matching questionnaire.
4. Match with a counselor and get started right from your smart phone, tablet, or computer (it may take up to 24 hours to receive a match).

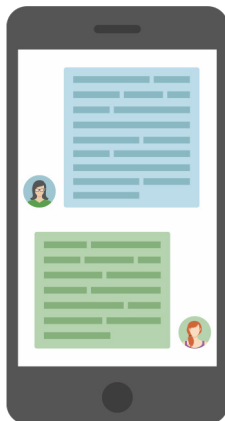
HOW WILL WE COMMUNICATE?

You can use your telehealth sessions in four ways, using different methods at different times to communicate with your therapist, based on your needs, availability, and convenience.

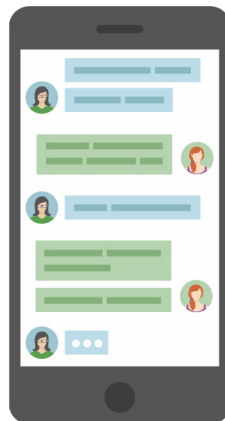
Missed appointments or late cancellations will count as service usage.

THERE ARE FOUR COMMUNICATION METHODS AVAILABLE:

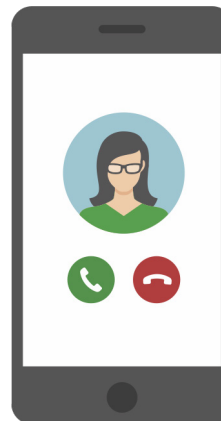
Messaging (Unscheduled)



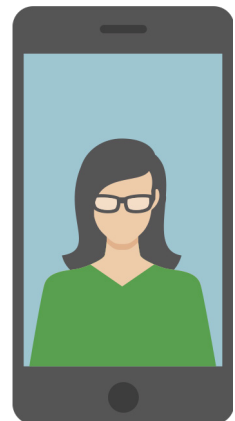
Live Chat (Scheduled)



Live Phone (Scheduled)



Live Video (Scheduled)



To schedule a live session at a time that's convenient for you, just view your counselor's calendar and choose an available time. The drop down menu allows you to specify live chat, phone, or video communication.

Ready to start? Call (800) 777-4114 or request a referral online at www.firstchoiceEAP.com.

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Guide to Your EAP Program

Who is covered by the EAP?

You, your spouse/domestic partner and your children up to age 26 are covered by our EAP services. Your EAP services are at no cost and are strictly confidential.

How do my family members or I request EAP services?

You can request services in two ways. Call us at **1-800-777-4114** or go to the EAP website at www.firstchoiceEAP.com. There is a link to "Request a Referral." Complete the questions and it will be forwarded to EAP staff member who will process your request. Please let the EAP know if you have any special preferences in the type of provider you would like to see.

For your covered family members to access EAP services, they only need to tell us the name of the organization where you are employed and we will serve them. They do not have to tell us your name and we do not ask. Their EAP services are also strictly confidential.

What services are available from the EAP?

In addition to counseling services, the EAP provides legal and financial consultations, ID theft and fraud support, childcare and eldercare consultations, and home ownership assistance. Details of these programs can be found in your EAP brochure and plan summary.

How do we get connected to a EAP provider?

After you reach out with your preferences, our customer service team will work hard to match you with the provider that best meets your needs. Once matched, the provider will contact you directly to schedule your appointment.

If for any reason you are dissatisfied with your EAP provider, please let us know after your first session and we will re-refer you to a different EAP provider. This will not count against your sessions.

Do I have to see the EAP provider face-to-face?

You can see your EAP provider either face-to-face or virtually. Your first 3 face-to-face or virtual counseling sessions are provided at no cost.

If you choose to be seen virtually with our BetterHelp platform, you can choose to interact with your EAP provider by secure text, phone or video.

What if I want to talk with someone immediately?

Immediate in-the-moment telephonic support with a counselor is available 24/7. All you need to do is request to talk with a counselor when you call. Accessing this telephonic support does not apply toward your 3 EAP sessions and is also 100% confidential.

Ready to start? Call (800) 777-4114 or request a referral online at www.firstchoiceEAP.com.

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(800) 777-4114



www.FirstChoiceEAP.com

Your EAP service is free, confidential and available 24/7 to help you balance your work, family, and personal life.



Welcome to your Employee Assistance Program (EAP)

**We're here to coach and guide you through the challenges
in your life. Call your EAP—we can help!**

OUR SERVICES INCLUDE SUPPORT FOR:

- Anxiety and Depression
- Couples/Relationship/
Parenting
- Crisis Support
- Alcohol/Drug Problems
- Grief and Loss
- Work Conflict
- Compulsive Behaviors
- Domestic Violence
- Legal and Financial
- Childcare and Eldercare
- Home Ownership
- ID Theft
- Healthy Living Tips

CONTACT US

*Your free and confidential EAP is
always available to assist you!*

(800) 777-4114
FirstChoiceEAP.com

Your company's complimentary EAP program is available 24/7 and covers employees, spouses, domestic partners, and children up to age 26. The EAP is here to help when you're facing issues that interfere with your health, well-being, and productivity at home or at work.

The EAP offers up to **3 sessions face-to-face or telehealth** (no co-pay, deductible, or premium) with a qualified clinical expert who can assess your concerns and develop a plan of action. If you need a legal* or financial consultation, or ID theft resolution, you can speak with an expert for up to 30 minutes at no charge. EAP consultants can also provide you with childcare and eldercare information and resources for anywhere in the country. Additionally, the Home Ownership program is a valuable tool to gain a competitive edge as a buyer, and can save you thousands when buying or selling a home.

Simply call us at (800) 777-4114 or visit our website to request an appointment.

FREE / CONFIDENTIAL / AVAILABLE 24/7

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Online Tools & Resources

Login www.FirstChoiceEAP.com

👍 Username: local290

*Mobile-friendly searchable database of resources, healthy
tips and recipes, parenting advice, legal forms, and more.*