

# Life comes with challenges. Your Assistance Program is here to help.

Reach out to your Assistance Program for short-term counseling, financial coaching, caregiving referrals and a wide range of well-being benefits to reduce stress, improve mental health and make life easier.

The following services are free to use, confidential, and available to you and your family members:

## **Mental Health Sessions**

Up to 5 sessions\* to help manage stress, anxiety and depression, resolve conflict, improve relationships, overcome substance abuse and address any personal issues, with options for in-person, telephonic, or video counseling sessions.

## **Life Coaching**

To help reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

## **Financial Consultation**

To help build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

## **Legal Consultation**

To help with a variety of personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

## **Life Management**

To provide information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

## **Personal Assistant**

To help manage everyday tasks and give back time by providing information and referrals for home services, repairs, travel, entertainment, dining and personal services.

## **Medical Advocacy**

To help navigate insurance, obtain doctor referrals, secure medical equipment or transportation, and plan for transitional care and discharge.

## **Member Portal and App**

Access your benefits 24/7/365 with online requests and chat options, and explore thousands of articles, webinars, podcasts and tools covering total well-being.

EAP benefits are free of charge, 100% confidential, available to all family members regardless of location, and easily accessible through AllOne Health's 24/7, live-answer, toll-free number.

EAP services are provided by AllOne Health, under agreement with Reliance Matrix.

Reliance Matrix is a branding name. Reliance Standard Life Insurance Company (Home Office Schaumburg, IL) is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. First Reliance Standard Life Insurance Company (Home Office New York, NY) is licensed in New York and Delaware. Standard Security Life Insurance Company of New York (Home Office New York, NY) is licensed in all states. Absence services are provided by Matrix Absence Management, Inc. Product features and availability may vary by state.

\*3 Sessions per Six Months for California Employees



## **Contact AllOne Health**

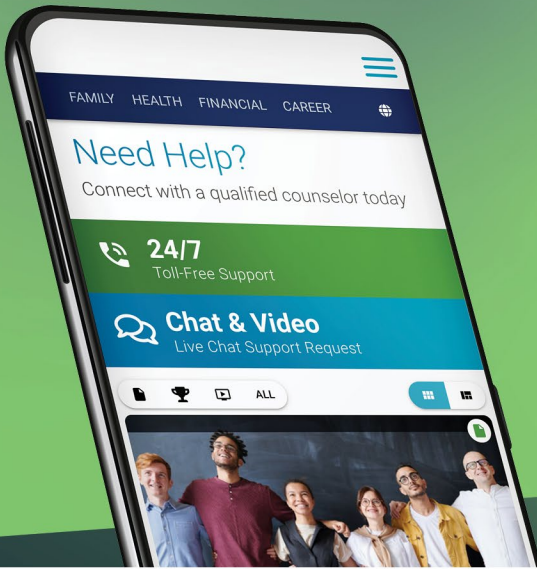
**855-RSL-HELP** (855-775-4357)  
<http://allonehealth.com/reliance-matrix>  
Company Code: RSLI859



Powered by



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# Introducing Your Member Portal

Browse benefits. Request services.  
Enjoy 24/7/365 access.

Your Assistance Program offers a wide range of benefits to help improve mental health, reduce stress and make life easier—all easily accessible through your member portal.

### Request a Mental Health Session

Request counseling by submitting an online form or live chat. Choose from in-person or virtual counseling options to meet your needs.

### Request Referrals & Resources

Submit a request for family care and lifestyle support including childcare and eldercare referrals, legal referrals and financial consultation, personal assistant referrals and medical advocacy consultation.

### Explore Thousands of Self-Care Articles & Resources

Health and lifestyle assessments, interactive checklists, soft skills courses, podcasts, resource locators, exclusive discounts, and expansive articles on whole health and well-being.

### Visit Your Online Financial Center

Featuring worksheets, calculators, and a wide range of financial resources and tools to help reach personal goals and build financial wellness.

## Getting Started Is Easy

1. Visit <http://allonehealth.com/reliance-matrix> and click on "Sign Up" below the login form
2. To create an account and sign in, enter your email address and company code: **RSLI859**
3. For login assistance, select "Email Support"

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### Contact AllOne Health

Call: **855-RSL-HELP** (855-775-4357)

Visit: <http://allonehealth.com/reliance-matrix>

Code: **RSLI859**



## AllOne Health Employee Assistance Program **FAQs and Guidelines**

**Q: What is the EAP benefit?**

A: AllOne Health's Employee Assistance Program (EAP) offers benefits for short-term counseling, financial coaching, caregiving referrals and a wide range of well-being benefits to reduce stress, improve mental health and make life easier. The EAP is free to use, confidential, and available to you and your family members.

**Q: Is there a fee to use this benefit?**

A: EAP services are available at no additional cost to the covered employee or family member.

**Q: What mental health benefits are included in the EAP plan?**

- A:
1. If your company offers a telephonic EAP plan, up to 3 telephonic sessions for assessment, referral and short-term problem resolution are available to employees and family members.
  2. If your company offers a face-to-face session model, participants have access to the number of sessions offered for assessment, referral and short-term problem resolution, with the option of having those sessions conducted in-person, telephonically or through video chat.
    - In the state of California, face to face sessions are limited to 3 sessions per 6 months, for a total of 6 face to face sessions per year, in accordance with the California Knox Keene Health Care Service Plan Act.

**\*Contact your human resources or benefits department if you are uncertain which plan your company offers**

**Q: What are the EAP clinical sessions intended for?**

A: EAP clinical sessions are intended for assessment, referral and short-term problem resolution. Examples of requests that the EAP can assist with include, but are not limited to:

- Emotional wellness
- Stress management
- Family and relationship issues
- Anxiety and depression
- Coping with grief
- Anger management
- Substance abuse

For any issues requiring long-term support, the EAP clinician will provide a referral to services that may be available through medical insurance or community-based resources, based on specific needs.

**Q: Who is eligible for EAP benefits?**

A: Employees covered by the Reliance Matrix insurance plan to which the EAP is added, usually a Long Term Disability Insurance or a Life Insurance plan, are entitled to access EAP benefits. Additionally, the family members of each covered employee are eligible for EAP benefits, with the employee's definition of family being AllOne Health's definition of family. AllOne Health's EAP services are comprehensive, ensuring that family members, regardless of their location or relationship, can access the benefits without any barriers. The EAP benefit is also available for 90 days after a covered employee's last day of employment.

**Q: What should be expected when accessing the EAP?**

A: Contact AllOne Health for service.

1. If mental health services are needed, never contact a provider directly to schedule an appointment. AllOne Health must first have a record of the request for the EAP to cover any visits with a mental health provider within AllOne Health's internal network of providers.
2. Specify service needed. The full company name and the full name of the covered employee are both required when making a request to the EAP.
3. AllOne Health team member will provide the appropriate referral(s)
  - If the referral is for a mental health provider, it is the individual's responsibility to contact the provider referred by AllOne Health to schedule an appointment based on availability.
  - If there is difficulty experienced in scheduling an appointment with the provider, please call AllOne Health back to receive a new referral.
    - Do not wait for contact from an AllOne Health specialist. Assisting with access to a mental health provider as soon as possible is AllOne Health's number one priority.

**Q: How are non-urgent requests for EAP mental health sessions handled?**

A: EAP referrals are provided once an affiliate from our network accepts the case. This typically takes anywhere from 2 – 6 business days depending on the nature of the employee's or family member's initial request. The employee or family member will then reach out to the provider directly to schedule an EAP session.

**Q: How are urgent requests for EAP mental health sessions handled?**

A: If a member or family member is in emotional distress and in urgent need of speaking with an EAP clinician, AllOne Health's intake specialist will immediately connect them with a licensed clinician at any time, 24/7/365. For emergencies, always call 911 to get assistance from local authorities.

**Q: What is the turnaround time for work-life referrals?**

A: General turnaround time for a non-urgent work-life referral is 3 – 5 business days. AllOne Health can provide urgent work-life referrals for needs such as childcare or shelter housing on the same day.



**Q: What is Medical Advocacy? How do I access this?**

A: A Medical Advocate assists with maneuvering through the healthcare system. The Advocate offers strategies to empower employees as they prepare for a medical appointment, locate a medical provider, seek discharge resources, and navigate the insurance industry. The Advocate serves all lifespans but cannot provide legal or medical advice, complete disability or FMLA paperwork, or select insurance or mental health providers or facilities.

**Q: What is Life Coaching?**

A: A coach is a certified professional who assists employees and their household members to achieve their personal and professional goals. A coach works actively to help individuals assess their current situation then develop steps and strategies to meet their stated expectations. This differs from counseling in that it is proactive and not usually associated with a clinical or crisis issue to be solved.

**Q: What Financial Wellness services are available through AllOne Health's EAP?**

A: Financial Wellness services include phone consultation regarding the issue. Support is available for any financial need such as credit counseling, debt management and referrals to CPAs. More resources can be found in the Member Portal.

**Q: What Legal Referral services are available through AllOne Health's EAP?**

A: Legal Referrals and consultation services include an initial 30-minute in-office or phone consultation with a local attorney regarding the legal matter. AllOne Health's Member Portal also has interactive legal document preparation including will prep and other common legal documents.

**Q: How can a member access AllOne Health's EAP?**

A: AllOne Health offers convenient 24/7 access to EAP benefits by phone, text, live chat, and online.

- Member Portal: <http://allonehealth.com/reliance-matrix>
  - Select "Sign Up"
  - Register to create a new account using your company code: **RSLI859**
  - After registering, you will want to create your individual profile. This will help customize your experience based on your family, education, health, wellness, legal, financial, and everyday living needs.
- Phone: 855-RSL-HELP (855-775-4357)