



EAP Benefit Overview

February 2025

Steve Todd-SVP Operations & Client Engagement





Agenda

- 01.** Discover helpful supports to enhance positive emotional well-being, from **Prevention to Intervention**
- 02.** Become acquainted with self-directed tools to boost resilience
- 03.** Realize ease of access to confidential services, 24-7



Eligibility & Access

Benefit is employer paid

All eligible employees, spouses, their dependents up to age 26, and related family members residing in the household can use the service at **no cost**

Confidential Services 24-7



Access through our toll-free number, **800.437.0911**



Emailing
clientservice@carebridge.com



Chat via EAP APP



Life is Complex. Carebridge Can Help.

I need to write a will.

How do I find a lawyer for my divorce?

I need motivation to set wellness goals.

I feel like I've lost my way.

I'm relocating and need help finding a place to live.

My teen is depressed and needs help.

I can't stop my angry outbursts.

I need a groomer for my dog.

My partner is struggling with substance use.

I feel alone.

The pain of grief is all-consuming.

I need an affordable summer camp for my kids.



Work-Life Services

Unlimited telephonic consultations with Work-Life Specialists

01.

Childcare

02.

Eldercare

03.

Finances

04.

Legal

05.

Education
Planning

06.

Convenience
Services



Parenting & Eldercare

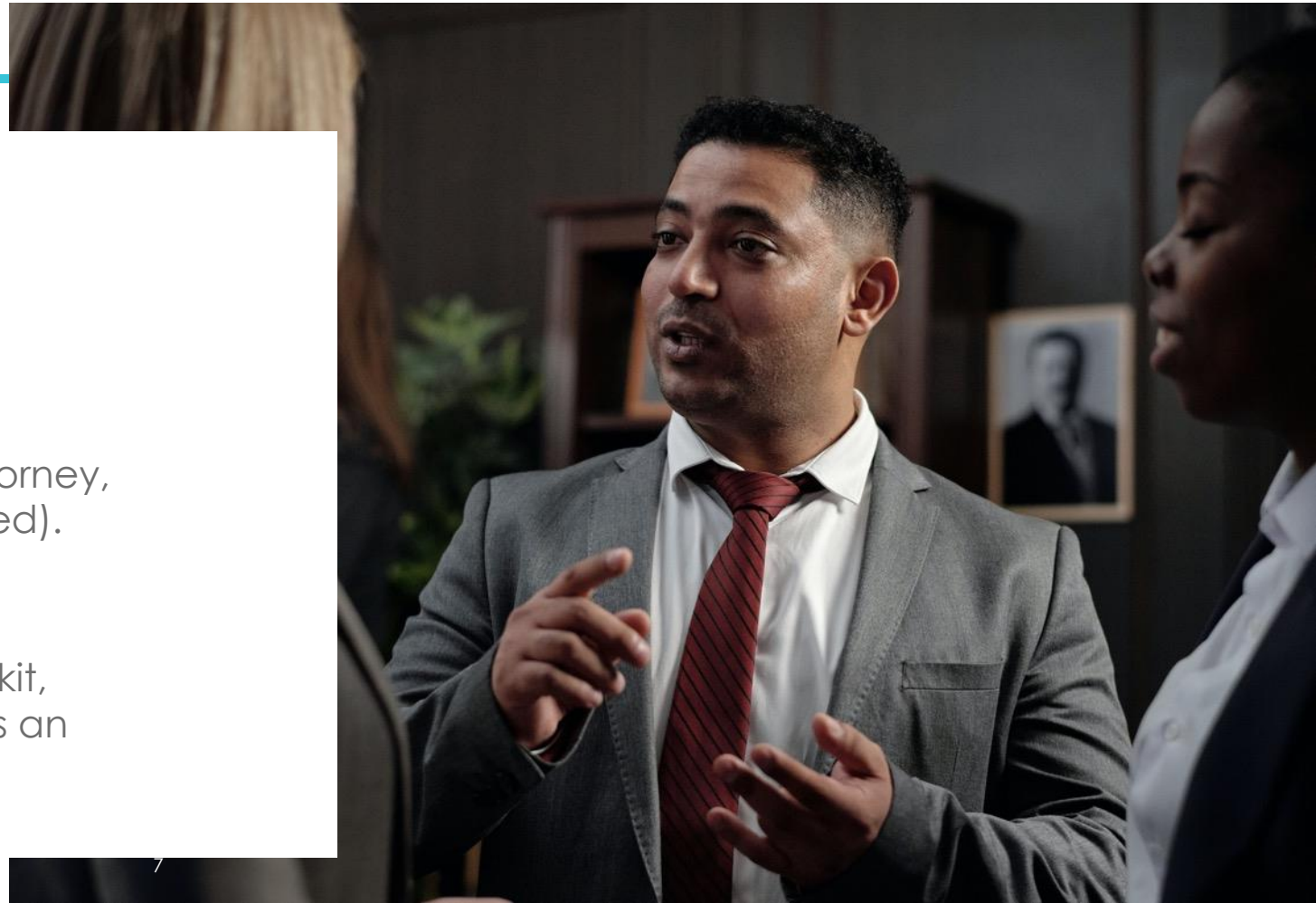


01. — Guidance on questions and concerns common to all aspects of parenting and caregiving
02. — Assistance with family transitions, including adoption
03. — Experts will tailor resources for day care, nannies, summer care, tutors, home care, assisted and skilled nursing facilities, companion care, transportation and more based on individual's specific needs and financial capabilities
04. — Help finding providers for children and aging relatives



Financial, Legal & Fraud Support

- 01.** Money management experts can educate members to enhance financial well-being by learning to save money, create spending plans, and pay off debt. One (1) 60-minute consultation. Discounted fees after the initial consultation.
- 02.** One 60-minute legal consultation with an attorney, (employment and business concerns excluded). Discounted fees after the initial consultation.
- 03.** One free 60-minute consultation with a fraud recovery specialist, an emergency response kit, legal/financial/tax fraud assistance as well as an email data breach scan.

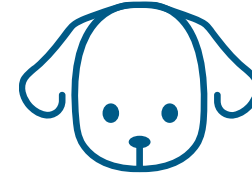




Education & Convenience Services



Assistance in evaluating schooling options and financing for all ages – **from elementary to higher education to vocational school**



Resourcing help in finding providers to take care of personal needs from **pet care, to home repair, to travel planning**



Leader/Manager Support

- This is a free and confidential benefit resource
- Unlimited consultations to discuss employee personal and work-life concerns, for which the supervisor or manager lack the knowledge or skills to handle
- Unlimited formal referrals for workplace performance concerns
- Response to grief/loss and trauma in the workplace including onsite and virtual group debriefings
- Training to promote positive mental health and to recognize employees experiencing distress

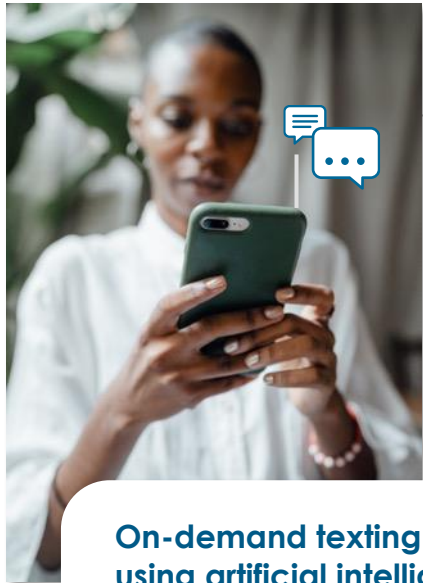


Drive Prevention to Reduce Intervention



Digital Tools for Promoting Emotional Wellbeing

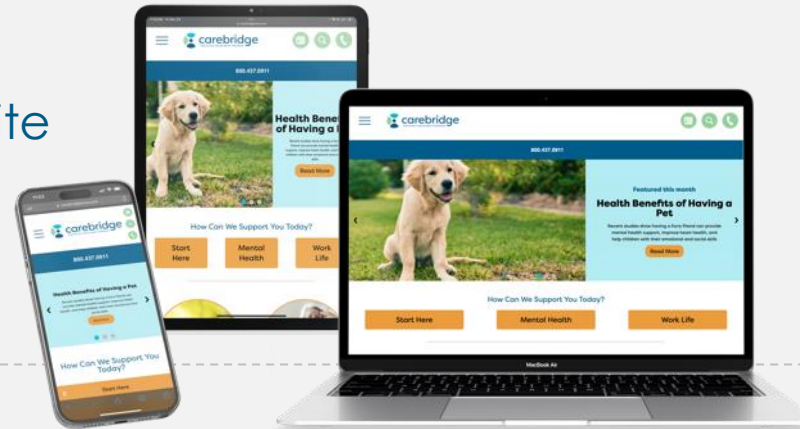
01. **TESS:** AI Emotional Support Tool



On-demand texting support using artificial intelligence

Start by texting "hi" to 415.360.0039

02. **Member Website**



04. **Being**



03. **Carebridge Mobile App**



Available for iPhone and Android





Member Website

CarebridgeNow.com

Access Code: 54KTP

Hundreds of articles, videos, and mental health assessments

- Financial calculators and legal forms
- Care locators
- Discount Shopping
- Self-directed courses on soft skills to improve work and personal relationships





800.437.0911



Technology Security and Identity Protection

Featured this month

Identity Theft

Learn tools and tips to prevent identity theft.

[View Webinar](#)

[View Resources](#)





800.437.0911



Technology Security and Identity Protection

Featured this month

Identity Theft

Learn tools and tips to prevent identity theft.

[View Webinar](#)

[View Resources](#)

Sign in to your account

Username

Password

Remember me

[Forgot Password?](#)

[Sign In](#)

New user? [Register](#) | [800.437.0911](#)



* Required fields

Register

Access Code *

Username *

Password *

i At least 8 characters and contain at least 1 uppercase letter and 1 digit.

Confirm password *

Email *

i You must use a valid email address to verify your account.

First name *

Last name *

[« Back to Login](#)

[Register](#)

Email verification

⚠ You need to verify your email address to activate your account.

An email with instructions to verify your email address has been sent to your address stodd@carebridge.com.

Haven't received a verification code in your email?
[Click here](#) to re-send the email.



Being

Where leading experts **empower members** to engage in their overall health and wellbeing.

Through fun, on-demand videos and podcasts, this ever-expanding learning series helps you learn the skills to **be your healthiest**.



01.

Social

Build stronger connections

02.

Physical

Heal and strengthen your body

03.

Financial

Save money and budget

04.

Mind & Spirit

Build resiliency in mind & body

05.

Career

Professional development

06.

Clinical

Condition management



Mental Health & Emotional Support

Mental Health Counseling can be scheduled in-person or via telehealth (video, phone, chat).

Integration with health insurance and wellness benefits.

Life Coaching is available via telehealth and provides **6** sessions per year helping individuals who are overall very functional from a mental health perspective but seek help in achieving their full potential or wellbeing.

Firsttrust contracts with Carebridge for unlimited **in-the-moment consultations** and up to **5** mental health counseling sessions, per concern, per individual.



Carebridge EAP App



01.

On-the-go access to Carebridge information

02.

Easy Access to Learning Events & Newsletters

03.

Tap-to-Chat feature to connect to Carebridge intake specialists

04.

Mindfulness Resources

05.

Wellness Tips

06.

Mental Health Self-Assessments



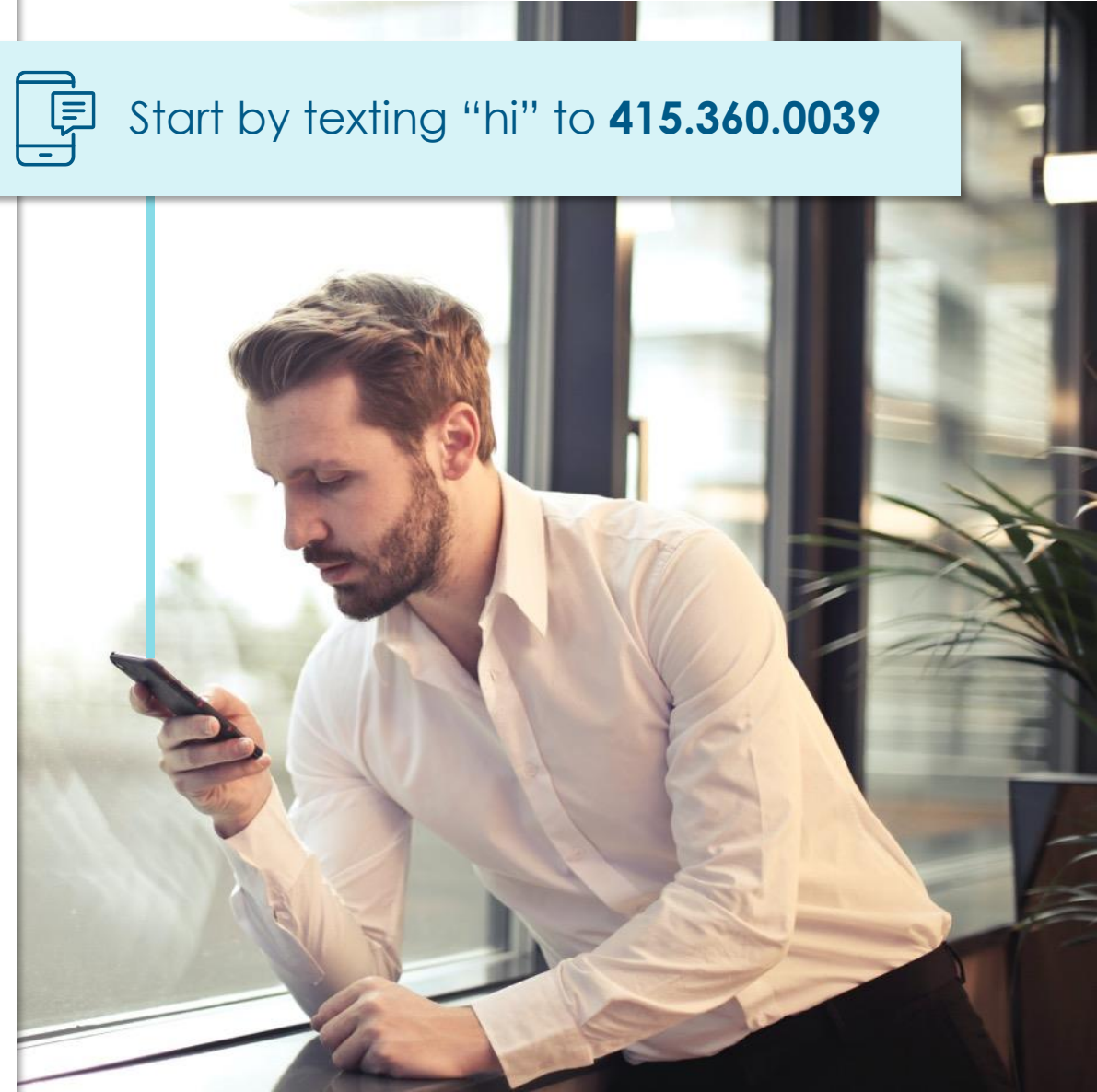


TESS Emotional Support AI

- On-demand texting support using **artificial intelligence**
- TESS can provide feedback and tips to **improve emotional health, particularly in areas of stress, anxiety, and sleep issues**
- Can be used as a **self-directed tool and/or in conjunction with counseling**
- For those **13 and older** in the continental United States



Start by texting “hi” to **415.360.0039**





Thank you!

For **More Information:**

Steve Todd

SVP Operations & Client Engagement/Account Manager

stodd@carebridge.com 610-993-0216 w 805-479-0519 m



800.437.0911



CarebridgeNow.com