

## 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 by phone?**

A: You may give the EAP a call at anytime: [855-RSL-HELP](tel:855-RSL-HELP) (855-775-4357).

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

A: Access the online Member Portal site by visiting <https://allonehealth.com/reliance-matrix>.

Through the Member Portal, you can request mental health sessions, request life management referrals, explore self-care articles and resources, and explore nationwide discounts on everyday services, wellness programs, and lifestyle perks.

For first-time registration, use company code [RSLI859](#).

**Q: Does the EAP have a mobile app?**

A: You can download the AllOne Health App from [Apple](#) or [Google](#). For first-time registration, use company code [RSLI859](#).

**Q: Do I need to create a new login for the AllOne Health Member Portal?**

A: It depends:

- **I already use the AllOne Health App:**

- No action needed – your existing login will work for the Member Portal.

- **I had an account on the old Member Portal but never used the app:**

Yes. You'll need to create a new login on the new Member Portal with company code [RSLI859](#). This is a one-time setup and will give you access to both the portal and the app going forward.

- **I've never had an account before:**

Simply create a new account using company code [RSLI859](#) when you visit the portal and follow the prompts.

Once logged in, you'll have access to counseling services, mental health resources, and whole-person support for you and your family members.