



## Member Guide

# YOUR TOTAL WELLBEING PROGRAM

**NexGen EAP is your confidential EAP, Work/Life, Wellness, and Health Advocacy benefit provided by your employer at no cost to you.**

You and your eligible family members can trust the **NexGen EAP** services to address your total wellbeing from accessing counseling services to maximizing work/life balance to assistance navigating your health plan to providing personalized wellness resources.

**Get  
Started  
Now:**

### TO ACCESS YOUR TOTAL WELLBEING SERVICES:

Call 1.800.EAP.CALL

Log on at: [www.nexgeneap.com](http://www.nexgeneap.com)

Enter your ID.

Company ID: 8850

*(Company ID is needed only to create an account on website)*

When calling our confidential counseling services, your EAP Counselor will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.

### **Counseling Services**

Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care.

### **Legal and Financial Consultations**

Access **NexGen EAP** to utilize your no cost legal and financial consultations. Half-hour legal consultations can be done over the phone or in-person, and can be used for issues such as divorce, custody disputes, and wills. Discounted legal fees are also available if a longer consultation is required. Half-hour financial consultations are provided over the phone and can provide assistance with topics such as debt consolidation, tax questions, student loans, and investments. ID Theft resources are also available.

### **Child/Elder Care Resources**

Access resources to help you find the child and elder care that you need. We can assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

### **Health Advocacy**

Our licensed Care Guides are available to provide benefit information and assistance navigating your health plan. Care Guides provide healthcare claims and appeals management, healthcare billing assistance, prescription information and costs, as well as healthcare provider research.

### **Individualized Wellness Resources**

Your comprehensive, personalized Wellness Program encompasses all areas of wellbeing from nutrition and fitness to relaxation and restoration. Submit a wellness request, schedule a call with a Wellness Coach, or receive individualized wellness tools and resources.

### **Virtual Concierge**

The Virtual Concierge Service is available 24/7 to save you valuable time and help you balance the competing demands of work and life. The Virtual Concierge Service features dedicated Personal Assistants available to provide you with research, referrals, or information on just about any topic.

### **Online Resources**

Access your Total Wellbeing Program virtually via a personalized web portal. Access counseling, work/life, and health advocacy resources right from your computer. You can also submit requests directly to your Personal Assistant, access exclusive entertainment discounts, live chat, and start a financial or legal request.

### **Mindfulness Training**

#### ***Brought to you by Self by Design***

To support you in building the mental resilience, cognitive skills, and emotional management tools to navigate today's challenging world, our Mindfulness Training includes quarterly live masterclasses on mental wellness/mindfulness and a video content library full of educational videos and exercises for the mind.

### **Confidential Assistance:**

We understand it takes courage to reach out and ask for assistance, which is why we ensure that your information and identity are kept completely confidential - even from your employer. Exceptions occur only when members are at risk of harming themselves or others or when the welfare of a child is in question.



**Available to you and your eligible family members!**

**1.800.327.2255 | Log-on at [www.nexgeneap.com](http://www.nexgeneap.com) | Mobile App: NexGenEAP**