

EAP Plus Welcome Kit

Workplace Leadership

We are Here to Help.

Uprise Health offers a comprehensive suite of solutions that surround members with a full system of support.

PROGRAM OVERVIEW

Uprise Health offers a comprehensive suite of solutions that surround members with a full system of support. Our EAP offers resources to address issues that may be impacting a member's mental health and their ability to be focused and productive at work and at home.

These services also act as an easy entry point into the program. In fact, members who engage in other services available within the EAP (e.g., webinars, work-life support, online group sessions) are often more comfortable accessing therapy when they are in need.



SUMMARY OF SERVICES

Leadership, Supervisors, & Managers

- Coaching*
- Short-term therapy*
- Unlimited phone consultations for supervisors or worksite leaders
- Access to clinical staff supported by a national network of providers
- Online resource library to access program overviews, mental health flyers, recorded orientations, work-life flyers, support kits, newsletters, etc.
- Monthly email for supervisors and employee newsletters
- Crisis support communications for national events
- Support for benefit/wellness fairs
- Unlimited access to online topical trainings and work-life portal
- DOT/SAP Evaluations – additional fees may apply
- Critical Incident Response (CIRs) – additional fees may apply

Members and Household

- Coaching*
- Short-term therapy*
- Unlimited access to online resource library for flyers, training, newsletters, etc.
- Unlimited access to on-demand webinar trainings and work-life portal
- Dependent and household member coverage
- Up to 10 sessions with online group sessions
- Emotional check-ins with an AI chatbot

*Coaching options and the number of short-term therapy sessions vary by client. You can contact your **Client Success Manager** or call **Uprise Health** at **800.395.1616** for additional information.

HOW TO ACCESS SERVICES

Go to members.uprisehealth.com

All clients are assigned a dedicated access code that is used by all members to login into the member access portal. Once a member logs in, they can access the:

- ✓ Number of Therapy Sessions
- ✓ Therapy Line Phone Number
- ✓ Online Resource Library
- ✓ Work-Life Resources on the Personal Advantage Portal

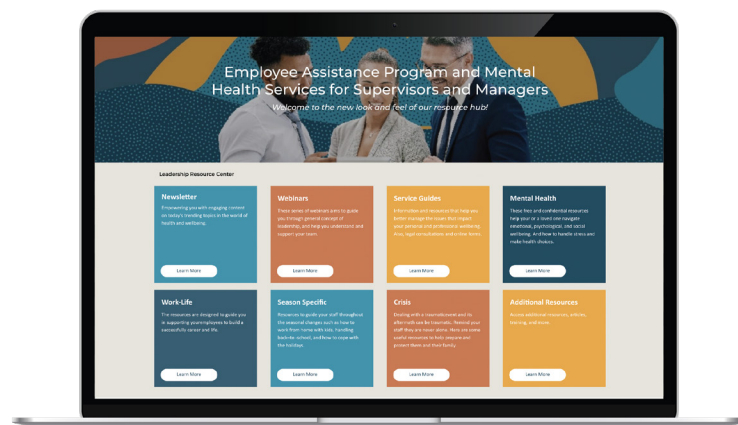


ONLINE RESOURCE LIBRARY

Go to eapplus-resources.uprisehealth.com

As part of your current program with Uprise Health, all members and family household members have an extensive online resource library. User-friendly design, filters, and search features provide easy access to find to access the latest:

- ✓ Newsletters
- ✓ Mental Health & Work-Life Flyers
- ✓ On-Demand Webinars
- ✓ Leadership Support Materials



We are here for you.

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COACHING & THERAPY

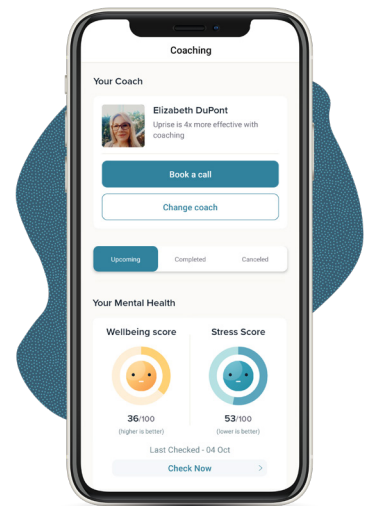
For a deep level of support, members can self-select and schedule an appointment with a coach or EAP provider. Our coaches and nationwide provider network of more than 60,000 therapists can be filtered by criteria including geography, clinical specialty, cultural background and other preferences, to ensure a perfect fit for each member.

Coaching Services*

- Focused on teaching a skill and how to apply it to a stressful situation (e.g., mindfulness, reframing unhelpful thoughts, etc.)
- Goal is to build and improve stress management skills
- Provided by certified coach within the U.S.
- Available via 30-minute phone and video sessions

Therapy Services*

- Focused on using evidence-based protocols to address mental health issues (e.g., anxiety, depression, etc.) identified through a comprehensive clinical assessment
- Goal is to reduce mental health symptoms
- Provided by credentialed therapist within our network
- Available via 50- to 60-minute face-to-face, phone and video sessions



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Requesting Therapy by Phone

- Calling Uprise Health usually takes less than five minutes.
- The Uprise Health Care team will ask for some basic information include employer name, member name, call back number, and needs and preferences.
- If a member calls in crisis, they will be connected with a clinician during the call for immediate help.

Scheduling a Therapy Appointment

- Uprise Health will provide a list of available therapists that best match the needs and preferences of the member.
- Members can call to schedule their own appointment, or the Uprise Health care team can assist with scheduling.

Calling for Crisis Support

- During business hours, members who are in crisis will be connected with an Uprise Health clinician who will stabilize the situation and refer to appropriate support.
- After hours answering services are available and calls can be triaged to licensed professionals for emergent or crisis calls.
- **Members that are in life threatening situations should immediately call 911 as they would do with any other medical/life emergency.**

DIGITAL COURSES

Uprise Health also offers a library of more than 40 curated, CBT-based courses, providing on-demand support and enabling members to build skills for goal setting, addressing challenges, and developing resiliency.

Our digital courses cover a wide variety of mental health topics, including:

- Alcohol & Addictions
- Cognitive Retraining
- COVID-19 Anxiety
- Financial Mindset
- Insomnia
- Sleep Management
- Leadership
- Management Training
- Metacognition & Core Beliefs
- Mindfulness
- Pain & Fatigue
- Productivity
- Reflective Listening
- Stress & Anxiety Management
- Wellbeing

- ✓ These courses are available 24 hours a day to all employees, regardless of risk level or engagement in other Uprise Health services.
- ✓ Members identified as low-risk can access courses to self-manage their mental health and wellbeing, while coaches and EAP providers use these courses to supplement and augment their treatment of members with an increased risk profile.



WORK-LIFE SERVICES

In addition to robust clinical services, Uprise Health offers a comprehensive suite of solutions that surround members with a full system of support. Our EAP offers resources to address issues that may be impacting a member's mental health and their ability to be focused and productive at work and at home.

These services also act as an easy entry point into the program. In fact, members who engage in other services available within the EAP (e.g., webinars, work-life support, online group sessions, etc.) are often more comfortable accessing mental health support when they are in need.



FINANCIAL HELP

- 30-days of access with a personal money coach
- Budgeting tools
- Financial calculators



LEGAL SERVICES

- One free 30-minute consult for each separate legal issue
- 25% discount for retained services
- Legal forms library



CHILD- & ELDERCARE

- Parenting support
- Resources for caregivers
- Assistance for elder & child care services



ONLINE RESOURCES

- 20,000+ online articles and resources
- On-demand webinars
- Work-life balance tools

ONLINE PEER SUPPORT GROUPS

Employees can join up to 10 online support groups with others who have similar issues to share ideas, support, and encouragement.

We offering a wide variety of groups that are confidential and are led by certified peer specialists or recovery coaches:

- Addiction Recovery
- Anxiety
- Depression
- Front Line Employees/First Responders
- Grief and Loss
- Parenting



SUPPORT FOR LEADERSHIP

Critical Incident Response Services

Uprise Health offers expert consultation and prompt on-site services to address employee needs, stabilize traumatic situations, and mobilize additional supports and services.

We also provide dedicated specialists to coordinate all critical incident response services and offer the nation's largest network of critical incident response providers.



Management Consultations and Referrals

We also provide practical guidance for uncomfortable situations, helping supervisors to identify and respond to declining work performance or behavioral issues. Our consultation services equip managers to address employee performance issues and ensure a safe and productive workforce. Meanwhile, our formal referral services give struggling employees the tools they need to cope with their adversities and help get them back on track in the workplace.

Please contact your **Client Success Manager** or call **Uprise Health** at **800-395-1616** for additional information.

MONTHLY NEWSLETTERS

Newsletters are emailed the 1st day of each month and past issues are available on the [Resource Hub](#). Confirm with your Client Success Manager if you are signed up or if you would like to opt-in to the newsletter contact list go to <https://uprisehealth.com/newsletter-form/>.

ENGAGEMENT MATERIALS

We can provide PDFs of member materials that include the website link, access code, and phone number. PDF's can be accessed and downloaded on the [Resource Hub](#). Please contact your Client Success Manager with your request.

TRAINING/COMMUNICATIONS

Uprise Health recognizes that our clients have a wide range of employees, and members may interact with their healthcare in a wide range of ways. We have developed numerous supervisor and employee trainings and communications to proactively engage members to utilize the work-life services. We remain committed to working with you to ensure the success of effective communications and training programs. You can find the current training and communication calendar [here](#).

- Targeted campaigns/promotions during stress-inducing times of the year (e.g., holidays, workplace transitions, natural disasters, etc.)
- Monthly newsletters for supervisors and members (available in English and Spanish)
- Monthly webinars through Personal Advantage that cover a wide range of topics.
- Communications, which can be sent to any email address provided to Uprise Health

WEBINARS

Personal Advantage Webinars

The monthly on-demand webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into the Uprise Health member site with your assigned Access Code and click "Work-Life Services". Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site at member.uprisehealth.com.

Digital Skill Building Webinars

The bi-monthly skill building webinar series includes live Q+A. Each webinar highlights a different mental wellbeing module in the Uprise Health digital platform library. Past webinars are available for viewing at any time on the [Resource Hub](#).

