



# Digital EAP Welcome Kit

Workplace Leadership

# 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 counseling when they are in need.

**Anytime. Anywhere support.**



# SUMMARY OF SERVICES

## For Worksite Leadership, Supervisors & Managers

- Coaching\*
- Short-term counseling\*
- 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*

## For Employees, Members, and Household Family Members

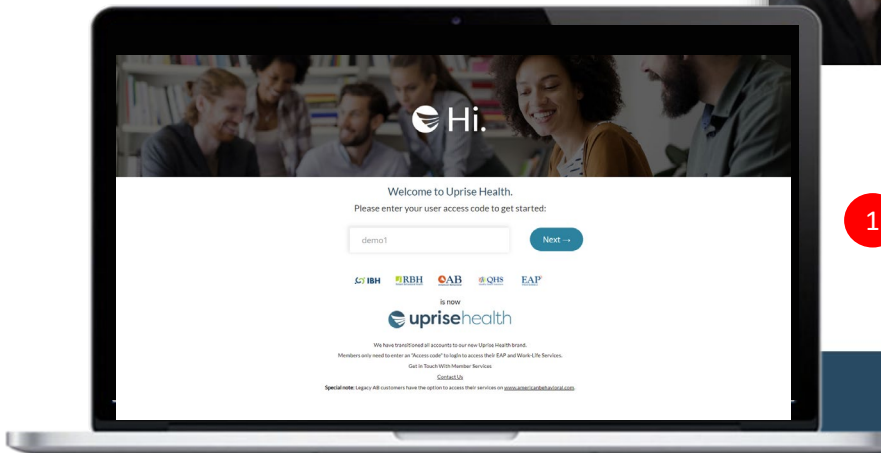
- Coaching\*
- Short-term counseling\*
- Unlimited access to online resource library for flyers, training, newsletters, etc.
- Unlimited access to on-demand webinar trainings and work-life portal
- Dependent and household member coverage
- Up to 10 sessions with online group sessions
- Emotional check-ins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

\*Coaching options and the number of short-term counseling 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

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 view the number of counseling sessions and phone number, view the online resource library, and access Work-Life services via the Personal Advantage portal.

uprisehealth.com/members



**Welcome, ACME Demo Page**

**Digital Mental Health Services**

Your Digitally Enabled EAP comes with access to the Uprise Health app that is designed to help reduce stress and keep you healthy. Bite-sized learning is available from your desktop or mobile app, and includes skills training to develop your resilience, stress management and mental fitness.

- Access is confidential. Take the assessment and check your wellbeing score.
- Visit [uprisehealth.com](http://uprisehealth.com) or download the Uprise Health app on [Google Play](#) or [Apple App Store](#).
- Create an account with your email and the assigned employer code **demo2**.
- Complete the assessment and check your wellbeing score.
- Receive your own personalized recommendations.
- Get started on your mental health and skill building with videos, audio and interactive exercises based on your personal preferences.
- Up to **Unlimited** sessions with a coach via phone or unlimited asynchronous chat.

**We're here to help. Anytime. Anywhere.** Call 800-395-1616 For up to 3 counseling sessions.

**24-hour Crisis Help**  
Toll-free access for you or a family member experiencing a crisis.

**Confidential Counseling**  
Face-to-face, video or telephone counseling sessions for relationship and family issues, stress, anxiety and other common challenges.

**Work-Life Services**  
Help with a wide range of services to help you manage a variety of challenges including child and parenting, adult and eldercare, finances, and legal issues.

Stay connected with the latest resources and training to help you balance work and home.

[View Member and Leadership Resources](#)

**Your work-life portal provides additional resources**

- Financial Help
- Legal Services
- Online Legal Forms
- Child & Parentings Support
- Adult & Eldercare Resources
- Webinars & Training

**Work-Life Sign In**

**You also have access to the following support services:**

**Free 24/7 On-Demand Emotional Wellness Support**  
Tess is a chatbot that provides support and check-ins to boost your wellness. Tess is available 24/7 to talk to at your convenience, in order to make you feel better! The Tess interface is also now available in Spanish.

**Peer Support Groups**  
During your call with an Uprise Health counselor, you may receive a referral to participate in an online group support program. Peer Support is available for a variety of issues including: grief, anxiety, depression, bipolar disorder, addiction and caregiving.

- 1 Create an account to access digital mental health platform.
- 2 View phone number and number of a short-term counseling sessions
- 3 View resource library.
- 4 Access Work-Life services.

# ONLINE RESOURCE LIBRARY

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 the latest newsletters, mental health and work-life flyers, training, and leadership support materials. There are options to print and email all pdfs.





# COACHING AND SHORT-TERM COUNSELING

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 counselors 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

## Counseling 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 counselor within our network
- Available via 50- to 60-minute face-to-face, phone and video sessions



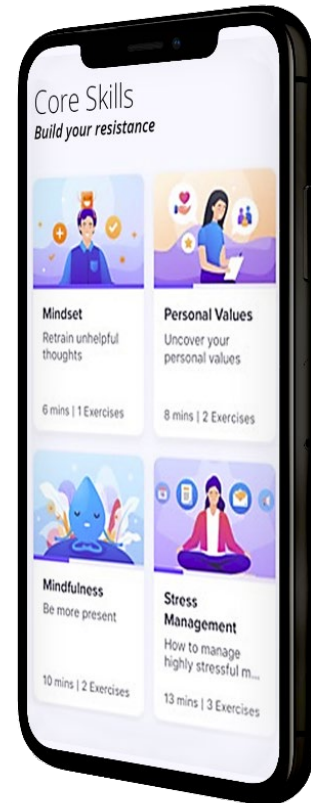
\*Coaching options and the number of short-term counseling sessions vary by client. You can contact your Client Success Manager or call Uprise Health at 800.395.1616 for additional information.

# 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 and addictions
- Cognitive re-training
- COVID-19 anxiety
- Financial mindset
- Insomnia and sleep management
- Leadership
- Management training
- Metacognition and core beliefs
- Mindfulness
- Pain and fatigue
- Productivity
- Reflective listening
- Stress and 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.

# MORE ABOUT COUNSELING

## Requesting Counseling 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 Counseling Appointment

- Uprise Health will provide a list of available counselors 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.**



# 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.



## Child and Elder Care

Parenting support

Resources for caregivers

Assistance for elder and  
childcare services



## Legal Services

30-minute consultation with  
a network attorney and a 25%  
discount for retained services

Personal mediation services

Legal forms library



## Financial Services

Free 30 days of financial support from  
a financial expert

Budgeting tools and  
financial calculators



## Online Resources

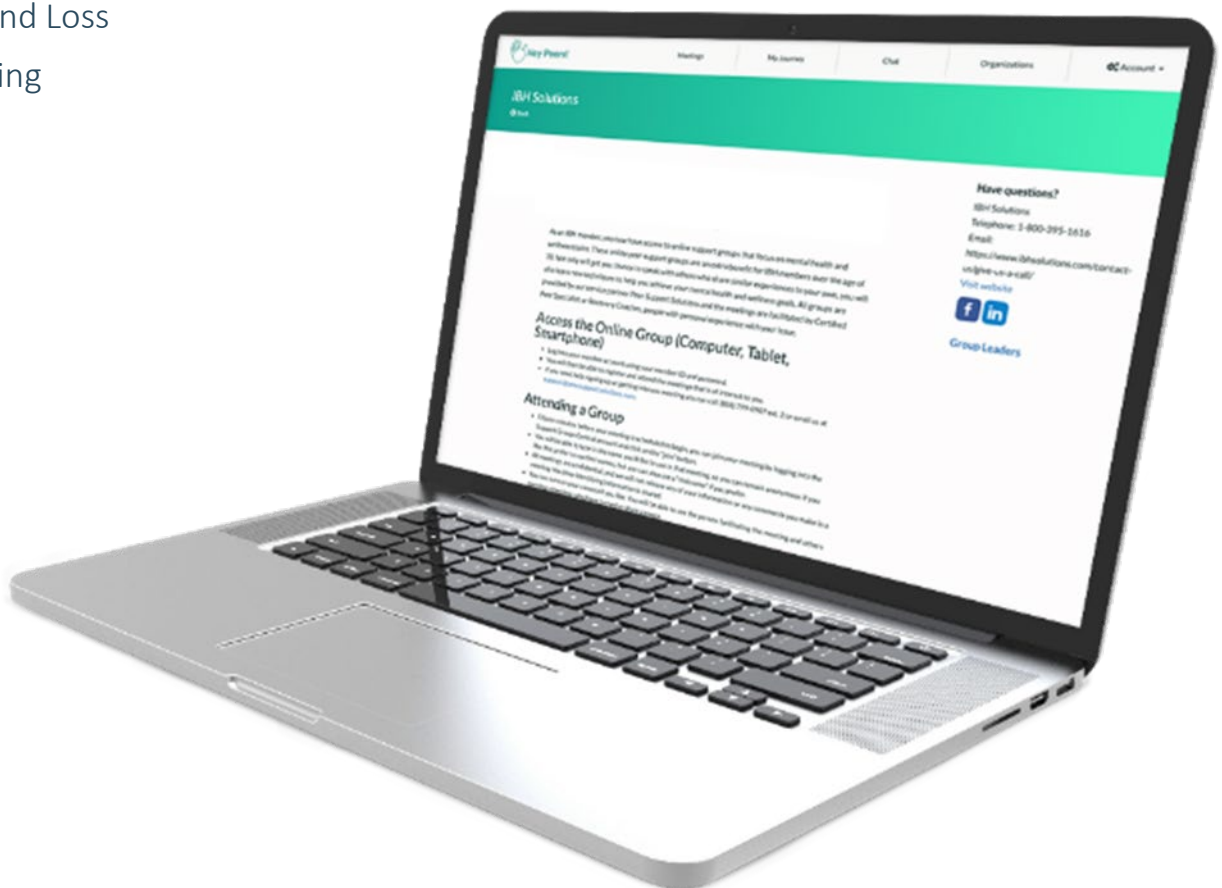
Online Library of more than  
20,000 articles and resources

Easy-to-use platform with  
resources to help members  
with the essentials  
of daily life

# 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 MANAGERS & SUPERVISORS

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

## 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 800-395-1616 for additional information.

# MONTHLY NEWSLETTERS

Newsletters are emailed the 1st day of each month and past issues are available on [uprisehealth.com/newsletters](https://uprisehealth.com/newsletters). Confirm with your Client Success Manager if you are signed up or go to [uprisehealth.com/newsletter-form/](https://uprisehealth.com/newsletter-form/) to sign up.



## FEBRUARY NEWS 2022

Empowering you with information for your emotional and physical wellbeing

### American Heart Month

#### CONTENTS

- 2 // Heart Health Facts
- 3 // Women's Heart Health
- 4 // Mental Health & Heart Disease
- 5 // Resources & Events

Every 40 seconds, a loved one has a heart attack or stroke.

Heart disease is the leading cause of death in the U.S. although it is preventable. Primary risk factors for heart disease and stroke are high blood pressure, high LDL cholesterol, smoking, diabetes, being overweight, unhealthy diet, and lack of physical activity. Age and family history are risk factors that cannot be controlled.





### Heart Health Facts



**Heart disease is the leading cause of death for both men and women in U.S.**

It is the leading cause of death for most racial/ethnic groups including whites, African Americans, Middle Eastern, and Asian Americans.



**Losing weight reduces your heart's workload**

A 5-10% body weight loss will result in better blood pressure, improved heart function, decreased cholesterol, and diabetes risk.



**Our hands can save a life**

Dial 911 if you think someone is having a heart attack. Contact your local Heart Association or Red Cross to learn CPR. Find a training program here: <https://tinyurl.com/yckw7ye4>

800.395.1616



### Resources & Events



**This Month's Mental Health Skill Building Webinar**

**Mindset: Retrain Your Thinking**

Learn, develop, and practice new skills to improve your mental fitness. In this informative, coach guided session, you will learn effective ways to change thinking patterns so you can focus on personal growth by defusing negative thoughts.

Join us for a 30-minute webinar and Q&A  
February 17, 2022 | 12pm PT  
<https://tinyurl.com/dx7kss>

**This Month's Personal Advantage Webinar**

**Family Ties**

In this day and age when everyone is plugged in - what affect is that taking on the members of the family especially the children? Connecting as a family on all levels is key to how children behave in social settings and later in life. Communication skills, dealing with life issues and how they conduct themselves is a learned behavior from parents and other family members.

The monthly 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 Upromise 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.

**This Month's Featured Content**

**Heart Smart**

Learn about tracking your heart health with digital tools.

Read Now:  
<https://uprisehealth.com/resources/heart-smart-2/>

**Personal Values**

Watch last month's skill building webinar.

View Now:  
<https://vimeo.com/568404914>


800.395.1616 Follow us:  <https://uprisehealth.com/members/>

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# ENGAGEMENT MATERIALS

We can provide PDFs of member materials that include the website link, access code, and phone number. Please contact your Client Success Manager with your request.



## Digitally Enabled EAP with Coaching & Work-Life Services

Employee Assistance Program (EAP) benefits are available to all employees and their families at NO COST to you.

**Digitally Enabled EAP**

- Wellbeing Assessment
- Self-Guided Mental Health
- Skills Training
- Coaching\*

**Mental Health Services**

- Short-Term Counseling\*
- 24-Hour Crisis Help
- Tess Chatbot
- Online Peer Support Groups

**Work-Life Services**


- Financial Help
- Legal Support
- Child & Parenting Services
- Adult & Eldercare Services
- Webinars & Trainings

Visit [uprisehealth.com/members](https://uprisehealth.com/members) to get started.

\*Ask your employer for the Access Code. Your member support page will provide information about the number of counseling sessions and coaching options available with your program.

**We Are Here to Help.**  
800.395.1616  
[uprisehealth.com/members](https://uprisehealth.com/members)  
Access Code:

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## Digitally Enabled EAP with Coaching & Work-Life Services

Life presents us with challenges at work and at home on a daily basis. You do not have to face these challenges alone, even if you're far away.


**We Are Here to Help**

EAP benefits are available to all employees and their families at NO COST to you. The EAP offers confidential advice, support, and practical solutions to real-life issues. You can access these confidential services by calling the toll-free number and speaking with our care team, or accessing online.

**Digitally Enabled Employee Assistance Program (EAP)**

Our program is designed to help reduce stress and keep you healthy.

- Bite-sized training is available from your desktop or mobile app.
- Access is confidential. Take the assessment and check your wellbeing score.
- Get your own personalized recommendations.
- Skills training to develop your resilience, stress management, and mental fitness.
- Up to x sessions with a coach via phone or unlimited asynchronous chat.
- Visit [uprisehealth.com/members](https://uprisehealth.com/members) to get started.
- Create an account with your email and the access code: Access Code



**Services for Employees & Families**

**Confidential Counseling**  
Up to x face-to-face, video or telephonic counseling sessions for relationship and family issues, stress, anxiety, and other common challenges.

**Online Peer Support Groups**  
Online support groups for addiction recovery, anxiety, depression, frontline workers, grief and loss, parenting, and more.

**Tess, AI Chat-bot**  
24/7 chatbot for emotional support and check-ins to boost wellness.

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## Financial & Legal Services

Employee Assistance Program (EAP)

Your EAP can help you manage your financial life and provide you personalized guidance so you can successfully achieve your financial goals, overcome challenges, and be better prepared for life events with support services.

**Financial Services**  
30-days of access with a personal money coach who will work with the member toward financial goals, identifying financial goals, assessing current financial situation, and providing a suggested detailed plan.

**Online Calculators**  
Online interactive calculators to crunch numbers on everything from auto loans to savings goals.

**Legal Services**  
One 30-minute legal consultation per each separate legal matter at no cost, 25% reduction from the normal hourly rate if member retains attorney or mediator.

**Legal Forms**  
Access free personal and business forms and legal library. Easily create, save, print, and revise online legal forms including wills, contracts, leases, and many more.

**Access Financial & Legal Services**

We are here to help.  
Phone: 800.395.1616  
Website: [uprisehealth.com/members](https://uprisehealth.com/members)  
Access Code: Access Code

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## Adult & Eldercare Support

Employee Assistance Program (EAP)

We know that, for many families, making decisions about aging parents can be difficult and emotional. This is especially true for the "sandwich generation", parents of children who also care for aging parents. Our program aims to alleviate some of the stress associated with such decisions.

In addition to supporting families through the work-life benefits, we also recommend family members EAP to address concerns they have about making decisions and/or communicating with their parents' assistance. We also make sure that they are aware of the educational resources available to them.


**Our Eldercare resources include the following support:**

- Identifying assisted living, rehabilitation, nursing home and other living arrangements
- Meal services, such as meals on wheels
- Senior transportation
- In-home support, including housekeeping services
- Medication delivery
- Companionships and assistance with everyday tasks

**Access Adult & Eldercare Support**

We are here to help.  
Phone: 800.395.1616  
Website: [uprisehealth.com/members](https://uprisehealth.com/members)  
Access Code: Access Code  
Password: Password

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## Child & Parenting Support

Employee Assistance Program (EAP)

Balancing work and home life can be stressful for today's busy families. Your EAP can provide information and support on parenting, school issues, adoption, college planning, teenager challenges, summer camps, daycare, and other important issues for families.

**We Are Here to Help**

Our work-life resources for family care and parenting are available online and our telephone care team is also available during regular business hours to assist members in obtaining the support and services they need. When a member calls for assistance, our team will gather information about the services the member needs and will assist in either providing the resources over the phone and/or via email, and they can also guide the member through the work-life website on how to locate the information.

**Access Online Child & Parenting Resources**

- Find articles on adoption, choosing a babysitter, single parenting, and other issues for parents
- View webinars on a variety of parenting topics
- Access forms for Childcare Agreement, Childcare Instructions, and more

**Join an Online Support Group for Parents**  
Call to speak with our care team to get information on how to register for up to 10 free online sessions. All groups confidential and are led by certified peer specialists.

**Access Child & Parenting Support**


We are here to help.  
Phone: 800.395.1616  
Website: [uprisehealth.com/members](https://uprisehealth.com/members)  
Access Code: Access Code  
Password: Password

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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. A copy of the current calendar is available in the resource library.

- 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.






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2022 Communication & Training Calendar

Newsletters are emailed the 1st day of each month and past issues are available on [uprisehealth.com/newsletters](https://uprisehealth.com/newsletters). Confirm with your Client Success Manager if you are signed up or go to [uprisehealth.com/newsletter-form](https://uprisehealth.com/newsletter-form) to sign up.

APRIL	WEBINAR: PERSONAL ADVANTAGE	4/1	Empathy on Empty: Even the most empathic person can become so overwhelmed by the chronic stress associated with caregiving that negative attitudes develop to take over. Join us and learn techniques to help cope with compassion fatigue.
	NEWSLETTER: MEMBER	4/1	Alcohol Awareness Month: Health risks associated with drinking, support for loved ones, resources for recovery, and recognizing triggers; Alcohol and addiction mindfulness.
	NEWSLETTER: SUPERVISOR	4/1	Trending HR and Leadership Topics.
	AWARENESS EVENTS	4	National Awareness Events & Communications: Alcohol Awareness Month, Counseling Awareness Month, Stress Awareness Month.
	WEBINAR: SKILL BUILDING	4/21	Alcohol & Addictions: Problems with alcohol and addictions are common. We show you some great tools to help you make the choices you want to make for your recovery.
MAY	WEBINAR: PERSONAL ADVANTAGE	5/1	Addressing the Elephant in the Room: Grief, Illness, and Family Caregiving: This webinar will provide practical advice for how to communicate, and request the support needed to balance work and home life.
	NEWSLETTER: MEMBER	5/1	Mental Health Awareness Month: Awareness and community support for mental health, PTSD, and trauma; Time for a "re-check" on your wellbeing assessment?
	NEWSLETTER: SUPERVISOR	5/1	Trending HR and Leadership Topics.
	AWARENESS EVENTS	5	National Awareness Events & Communications: Mental Health Awareness Month, Children's Mental Health Awareness Month.
	WEBINAR: LEADERSHIP	5/10	60-Minute Webinar and Q&A with Speaker Panel: Engaging Your Team with a Culture Focused on Mental Health. <i>Speaker panel and date will be announced.</i>
JUNE	WEBINAR: SKILL BUILDING	5/19	Not Feeling Good Enough: This course shows you steps to changing the personal standards that cause self-doubt and self-criticism.
	WEBINAR: PERSONAL ADVANTAGE	6/1	How to Talk to Your Partner About Money: In this webinar, we'll discuss why money can be such a problematic issue and offer practical strategies to have productive, connected conversations about money.
	NEWSLETTER: MEMBER	6/1	Men's Health: Awareness and prevention of physical and mental health issues, including tips and resources for healthy living; What to expect on a coaching call.
	NEWSLETTER: SUPERVISOR	6/1	Trending HR and Leadership Topics.
	AWARENESS EVENTS	6	National Awareness Events & Communications: Men's Health Awareness Month, Summer Safety, PTSD Awareness Month.
	WEBINAR: SKILL BUILDING	6/29	Stress Management: Learn how to reduce the sense of pressure and stress using the 'Retraining Thinking' Skill.

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# 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 [uprisehealth.com/members](https://uprisehealth.com/members).

The webinar topics are provided in the communications calendar at the end of this document.

