

Employee Assistance Program (EAP) Services Overview

Service Feature	Service Overview
Eligibility	<p>The EAP is made available through Northwestern Mutual's group insurance products and services. Covered employees, their spouse and/or domestic partner, married or unmarried dependent children to age 26 and all other household members are eligible for services. The services are available for up to 30 days after termination of coverage and/or employment.</p> <p>If the covered employee dies the services are available for up to 90 days to their dependents.</p>
Sessions: face-to-face, phone, video or text	Up to three sessions (or six sessions if buy-up is elected) of assessment, consultation and referral, per presenting problem, per individual, per year.
Call center and more	24/7/365 support from master's level counselors that provide immediate assessment using motivational interviewing techniques.
Program access	<ul style="list-style-type: none"> • Dedicated toll-free number • Web • Mobile device application
Referral service standards	<ul style="list-style-type: none"> • Life-threatening emergencies will have appropriate care coordinated upon initial contact • Urgent appointments are offered and available within 8-24 hours • Routine appointments are offered and available within 3-5 business days
Case management	Coordinated telephone intake, case management and follow-up by one master's level counselor ensures continuity in services and delivery.
Qualified provider network	<ul style="list-style-type: none"> • National network of more than 62,000 providers • Network has more than 30 years of experience • Open panel policy
EAP clinical provider credentialing standards	<ul style="list-style-type: none"> • Minimum of a master's degree • State licensure
Legal services	<ul style="list-style-type: none"> • Nationwide panel of attorneys • Up to 30 minutes free face-to-face or telephonic consultation for each separate legal matter • 25% discount if network attorney is retained • Coverage for most legal issues, including civil, personal/family, credit, elder law, tax law, real estate and estate planning • Online will preparation
Financial services	<ul style="list-style-type: none"> • Up to 30 minutes free financial counseling session per issue from Certified Consumer Credit Counselors, Certified Credit Report Reviewers and financial planners • Help with issues such as spending habits, budgeting strategies, managing credit, debt management, debt consolidation, financial planning information, goal setting, credit report and credit score issues, homeownership and other personal finance issues • Identity theft consultations and free identity theft kit if identity has been stolen

Service Feature	Service Overview
WorkLife services	<ul style="list-style-type: none"> • Access to expert, multilingual telephonic consultation and referrals to resources • Supplemental information in multiple media options • Online support – articles, self-search locators, financial calculators, health assessments and web links to many government and non-profit services • Childcare services • Elder care services • Health and wellness • Emotional and well-being • Daily living resources
EAP website	<ul style="list-style-type: none"> • EAP and WorkLife services • Comprehensive library, videos, articles, self-assessments, links, archived webinars
Management consultation services	<ul style="list-style-type: none"> • Toll-free, 24/7 • Unlimited management consultations • Mandatory/voluntary management referrals, with follow-up • Unlimited policy development consultations and regulation consultations (for example: drug free workplace, harassment policy and more)
Utilization reports	Electronic reports available on request.
Coordination with health plan(s)	The EAP clinician contacts the medical plan administrator to obtain authorization for treatment resources. The clinician coordinates with covered providers to ensure proper credentials, experience and availability that best fits the individual's needs. The clinician will work with the individual and provider to schedule an appointment.
Communication materials	Brochures, flyers, monthly webinars and newsletters, posters and manager materials.
Supervisor orientation and training	Included and available two times per year.
Critical incident stress management / disruptive event management services	<p>Ten hours per incident free onsite crisis support in the event of a catastrophic incident at the workplace affecting a group of employees (e.g. robbery, assault, employee injury or death in the workplace).</p> <ul style="list-style-type: none"> • Terrorism and natural disasters are excluded but will be provided at \$275 per hour, per EAP clinician for a minimum of two hours per event, per clinician, plus travel • On-site crisis services exceeding 10 hours per event are available at \$275 per hour, per EAP clinician (minimum of two hours per event), plus \$75 flat fee, per clinician • Cancellations made within 24 hours before scheduled service will be charged a \$275 per on-site hour per EAP clinician administrative fee • Unlimited telephonic CISD consultation included at no additional charge
On-site services	<p>On-site services include:</p> <ul style="list-style-type: none"> • Reduction-in-force • Grief counseling • EAP orientations • Health/benefits fairs representation • Wellness seminars • Compliance trainings • Other workshops <p>On-site group or individual sessions are provided fee-for-service at \$275 per hour (minimum of three hours per event), plus \$75 flat fee, per EAP counselor for travel. Cancellations within 24 hours of service will be charged a \$275 per hour administrative fee.</p>

Individual EAP counseling sessions are available to eligible participants 16 years and older; family sessions are available for eligible members 12 years and older and their parent or guardian. Children under the age of 12 will not receive individual counseling sessions.

[The Northwestern Mutual Life Insurance Company | 900 SW 5th Avenue, Portland, OR 97204](#)

The EAP service is provided through an arrangement with Health AdvocateSM, which is not affiliated with Northwestern Mutual. Health AdvocateSM is solely responsible for providing and administering the included service. EAP is not an insurance product and is provided to groups of 10-2,499 lives. This service is only available while insured under Northwestern Mutual's group policy.

Northwestern Mutual is the marketing name for The Northwestern Mutual Life Insurance Company (NM), Milwaukee, WI.

This material is not available for use in New Mexico.

A helping hand when you need it.



Rely on the support, guidance and resources of your Employee Assistance Program.

There are times in life when you might need a little help coping or figuring out what to do. Take advantage of the Employee Assistance Program (EAP),¹ which includes WorkLife Services and is available to you and your family in connection with your group insurance from The Northwestern Mutual Life Insurance Company (Northwestern Mutual). It's confidential — information will be released only with your permission or as required by law.

Connection to Resources, Support and Guidance

You, your dependents (including children to age 26)² and all household members can contact the program's master's level counselors 24/7. Reach out through the mobile app, by phone, live chat online or email. You can get referrals to support groups, a network counselor, community resources or your health plan. If necessary, you'll be connected to emergency services.

Your program includes up to three counseling sessions per issue. Sessions can be done in person, on the phone, by video or text.

EAP services can help with:

-  Depression, grief, loss and emotional well-being
-  Family, marital and other relationship issues
-  Life improvement and goal-setting
-  Addictions such as alcohol and drug abuse
-  Stress or anxiety with work or family
-  Financial and legal concerns
-  Identity theft and fraud resolution
-  Online will preparation



Contact EAP

888.893.6585
(TTY Services: 711)
24 hours a day,
seven days a week
www.Healthadvocate.com/NM3

NOTE: It's a violation of your company's contract to share this information with individuals who are not eligible for this service.

With EAP, personal assistance is immediate, confidential and available when you need it.

WorkLife Services

WorkLife Services are included with the Employee Assistance Program. Get help with referrals for important needs like education, adoption, daily living and care for your pet, child or elderly loved one.

Online Resources

Visit www.Healthadvocate.com/NM3 to explore a wealth of information online, including videos, guides, articles, webinars, resources, self-assessments and calculators.

The Northwestern Mutual Life Insurance Company | 900 SW 5th Avenue, Portland, OR 97204

¹ The EAP service is provided through an arrangement with Health AdvocateSM, which is not affiliated with Northwestern Mutual. Health AdvocateSM is solely responsible for providing and administering the included service. EAP is not an insurance product and is provided to groups of 10–2,499 lives. This service is only available while insured under Northwestern Mutual's group policy.

² Individual EAP counseling sessions are available to eligible participants 16 years and older; family sessions are available for eligible members 12 years and older, and their parent or guardian. Children under the age of 12 will not receive individual counseling sessions.

Northwestern Mutual is the marketing name for The Northwestern Mutual Life Insurance Company (NM), Milwaukee, WI.