



EMPLOYEE ORIENTATION

UNDERSTANDING THE RANGE OF
SERVICES AVAILABLE THROUGH
YOUR TOTAL WELLBEING BENEFIT

1.800.327.2255





CONFIDENTIAL & FREE

NEXGEN EAP IS:

- a no-cost, confidential total wellbeing benefit available to employees and eligible family members
- HIPAA Compliant & 100% Confidential
- available 24/7/365 & accessible via mobile app.
- a free benefit that provides resources for assisting with your day-to-day stressors, life events, mental wellbeing, work/life balance, and more!



CONFIDENTIALITY

Confidentiality is a key principle of **NexGen EAP**

- **eni** is a HIPAA compliant benefit provider
- No information about use of **NexGen EAP** can be reported unless required by law. Legal exceptions include:
 - Threats to harm oneself
 - Threats to harm others
 - When the safety or welfare of a child is in question

WHO IS ELIGIBLE FOR NEXGEN EAP?

Eligible employees and eligible family members can participate in **NexGen EAP**. Eligible family members include:

- Employee's spouse or domestic partner
- Employee's dependent children up to age 26
- Employee's dependents, regardless of age, residing with the employee who are mentally or physically incapable of earning their own living



COUNSELING & COACHING

eni offers professional support for a variety of concerns, including:

- Stress
- Marital/Relationship
- Depression
- Anxiety
- Grief or Bereavement
- Alcohol or Substance Abuse

3 SESSIONS

with a coach or counselor for each separate issue that arises throughout the year



IN-THE-MOMENT SUPPORT

In-the-moment support and immediate connection to counselor is available if you need to speak with someone

BARRIER-FREE

Support is available in-person, via video conference, or telephonically



COUNSELING

Licensed

Mental Illness

Mental health conditions/ disorders

Reduce symptoms, improve mental health and wellbeing

Reactive - clients who meet criteria for a mental health diagnosis

Past, present, and future (need)

Approach varies depending on clients needs
(psychodynamic, CBT, ACT, DBT, reality therapy)

Diagnose and treat mental health disorders

Clinical

Examples: Obsessive compulsive disorder, generalized anxiety disorder, panic disorder, Eating disorder, etc.

COACHING

Certified

Mental Well-Being

Mental health concerns and the emotional states that interfere with the quality of our lives

Promote wellness and support positive mental health

Proactive

Present and future (want)

Approach is solution focused, action-oriented and goal-directed

Reduces stigma associated with seeking help for mental health

Non-Clinical

Examples: Thoughts and behaviors that are hard to control, anxiety, weight/food issues, etc.

ACCESSING YOUR MENTAL HEALTH SERVICES

- Referrals will be provided in the same manner that you contacted the EAP
- If needed, **eni** will assist members in finding long-term solutions, such as counseling that is covered by the members insurance or information on community-based services

CONTACT THE EAP FOR SUPPORT IN A VARIETY OF WAYS:

CALL THE 1-800 NUMBER
AVAILABLE 24/7

TEXT THE 1-800 NUMBER
MONDAY – FRIDAY,
8 AM – 8 PM EASTERN

WEB PORTAL OR APP
SCHEDULE DIRECTLY
WITH A COACH ONLINE

LIVE CHAT
CHAT WITH OUR CARE
TEAM ONLINE

WELLNESS

Members can access health and wellness coaching calls with one of **eni's** certified coaches anytime throughout the year.

Get assistance and resources on any of our 10 core areas of wellness:

- Nutrition
- Relationships/Social Health
- Clinical Health
- Lifestyle/Work Life Balance
- Rest/Recovery
- Stress
- Emotional
- Fitness
- Financial
- Spiritual

Submit a request for tailored resources, or access thousands of self-directed wellness resources directly from the web portal or mobile app.



MINDFULNESS RESOURCES

- Online access to a video content library on mindfulness and self care for greater awareness, stronger resilience, and better mental wellbeing
- Quarterly masterclasses and video content on topics including:
 - How to Successfully Meditate
 - Mastering Your Emotional State
 - Resolving Inner Conflicts
 - Using Psychology in Decision Making
- Receive daily quotes and positive affirmations on topics including:
 - Staying Grateful
 - Accepting Change
 - Loving Yourself
 - Improving Thoughts

FINANCIAL CONSULTATIONS



- Members can access a 90-minute telephonic consultation with a financial professional at no-cost, once per separate issue per year
- Assistance and resources can be provided on many financial matters, including budgeting, bankruptcy, identity theft, student loans, credit report issues, and more
- Additional consultations for the same matter within one year can be provided at an additional cost, but at a discounted rate
- Appointments are made at the member's convenience and can be scheduled by calling **1-800-327-2255**, utilizing the **NexGen EAP** mobile app or on the www.nexgeneap.com web portal

LEGAL CONSULTATIONS



- Members can access a 30-minute telephonic or in-person consultation with a licensed attorney at no-cost, once per separate issue, per year
- Get legal advice and resources regarding legal matters including drafting wills, custody matters, purchasing a home, small claims, etc.
- If the individual chooses to hire an attorney after the initial consultation, there will be a **25% discount** on additional services
- NOTE: **eni will not** provide any assistance for legal matters involving lawsuits or legal action against your employer



VIRTUAL CONCIERGE

- **eni's** Life Service Navigators are work/life experts who can provide information on a wide range of topics
- LSN's will help address day-to-day responsibilities or major life events including:
 - Vacation Planning
 - Event Planning
 - Elder Care
 - Online Shopping Research
 - Relocation
 - Child Care
 - Contractor
 - Tutors
 - Specialty Items
- Keep track of all your Virtual Concierge requests using your member portal on www.nexgeneap.com or the mobile app **NexGen EAP**

HEALTH ADVOCACY

Members can submit Health Advocacy Requests to get assistance on the various challenges surrounded healthcare including:

- Billing
- Claims
- Participating Providers
- Understanding Insurance Cards
- Navigating Insurance Plans
- Prescription Drug Coverage

eni's professional health advocates are professionals that specialize in navigating, and assisting members with, **insurance issues**

Health Advocacy requests can be submitted anytime by calling the 1-800 number or accessing the mobile app or web portal

ENTERTAINMENT DISCOUNTS

Get discounts of up to 60% off, through the Working Advantage discount program



Entertainment

Save up to 60% on movie tickets, theme parks, ski resorts, hotels, museums, zoos, attractions, aquariums and more!



Shopping & Gifts

Working Advantage has partnered with your favorite online retailers to bring you excellent discounts on apparel, books and music, electronics, office supplies, flowers, food, and home



Theatre & Events

Find great seats and super deals on a huge selection of Tony Award®-winning Broadway shows, family events, concerts and sporting events nationwide.



Earn Rewards

Look for the Advantage Point symbol and earn points to be redeemed for movie tickets, gift cards, and more.

E-LEARNING RESOURCES

- Online access to interactive training courses and tools to promote personal and professional development
- e-Learning course topics include:
 - Leadership and Management
 - Effective Communication
 - Time Management
 - Conflict Resolution
 - Customer Service Fundamentals
- Each course has a test and certificate of completion used to verify that you have completed a specific training or course



MEMBER PORTAL

Company ID:
10590



www.nexgeneap.com

SUMMARY

- Counseling Services
- Wellness Coaching
- Legal Consultations
- Financial Consultations
- Virtual Concierge
- Health Advocacy
- e-Learning Courses
- Easy Access to All Services
- 100% Confidential
- Live Response 24/7/365
- Web Portal: www.nexgeneap.com
- Mobile App: NexGenEAP
- **Company ID: 10590**





CONTACT YOUR BENEFIT EXPERTS



PHONE

(800) 327-2255



WEB PORTAL

www.nexgeneap.com



MOBILE APP

NexGenEAP

1.800.327.2255

