

Employee Assistance Program (EAP) Employer Reference Guide – Standard Option



Up to 5 sessions of distance counseling (phone or video) per issue per year included

Support for Employees

Integrated services, including

- Educational Materials
- Resources and Personalized Researched Referrals
- EAP Consultation – access to qualified EAP consultants for information, support, crisis intervention, educational materials in electronic format, and referral to local resources and assistance
- Distance Counseling includes up to five (5) virtual sessions – assessment and short-term problem resolution by network of qualified EAP consultants. If it is determined that the presenting clinical issue is not appropriate for short-term counseling, the participant will be referred to the appropriate resources

Work-Life Services

- Work-Life Consultation – access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance in areas like:
 - Parenting, Eldercare and aging
 - Consumer and community needs
 - Education
 - Disability
 - Adoption
 - Referrals matched and confirmed for vacancies for child care and elder care
 - Emotions and stress
 - Workplace issues

Financial Services

- Financial Consultation – access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance
- Financial Professional Consultation – access to consultation with certified financial professionals; LifeWorks does not provide investment advice or loan funds

Legal Services

- Access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance
- Network Attorney Consultation – access to consultation with network attorneys delivered via telephone or in-person to include up to thirty (30) minutes of consultation per legal issue (“Initial Attorney Consultation”). LifeWorks does not provide legal advice or representation, or review of real estate or trust documents; discount on Attorney Services – following Initial Attorney Consultation, discount off standard legal fees as offered by LifeWorks’ network of attorneys

Call: 1-888-319-7819

LifeWorks Mobile App:

Apple & Android Stores

User ID: metlifeeap

Password: eap

Website:

metlifeeap.lifeworks.com

User ID: metlifeeap

Password: eap

Identity Theft Recovery Services

- This service includes a telephonic consultation up to sixty (60) minutes in length with a financial counselor who will help the Member to determine if the Member was a victim of identity theft and recommend options on how to place fraud alerts, freeze credit, file police reports, and conduct other activities necessary to resolve fraud. General information on identity theft prevention is also available

Telephonic Life Coaching

- Access to life coaches who are Masters level counselors/consultants with disciplines in social work, counseling and psychology; are board certified coaches (BCCs) and are credentialed through the (CCE) Center for Credential and Education. Each coach received their training from the ILTC (Institute for Life Coach Training)
- Ability for participants to partner with a life coach to help address issues, overcome obstacles and attempt to achieve goals agreed to between the life coach and the Participant

