



Live



Life



Balanced

# About Your EAP

The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you and your household by your employer. This program offers a wide variety of counseling, referral, and consultation services designed to assist you and your family in resolving work/life issues in order to live happier, healthier, more balanced lives. These services are completely confidential and can be easily accessed by calling the toll-free Helpline or logging on to our website.

**Eligibility:** All employees and their household members/dependents are eligible to access the EAP and will have continued access to services for up to 12 months post-employment.

**Program Access:** Members may access the EAP by calling the toll-free Helpline number or instant messaging with a Work/Life Consultant through LiveCONNECT available on our website.

**Telephonic Assessments & Support:** All clinical EAP cases receive a thorough telephonic clinical assessment. In-the-moment telephonic support and crisis intervention are also available 24/7.

**Short-term Counseling:** Referrals are made to our mental health provider networks in the United States for in-person short-term counseling. Counseling is also available via structured telephonic sessions, video, and SMS text.

**Referrals & Community Resources:** Counselors provide referrals to community resources, member health plans, support groups, legal resources, and child/elder care services.

**Advantage Financial Assist:** Unlimited telephonic consultation with an Accredited Financial Counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning; unlimited online access to educational financial resources, links, tools and forms.

**Advantage Legal Assist:** Free 30 minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to educational legal resources, links, tools and forms; interactive online Simple Will preparation.

**Identity Theft Recovery:** Free telephonic consultation with an Accredited Financial Counselor; information on steps that should be taken upon discovery of identity theft; referral to full-service credit recovery agencies; free credit monitoring service.

**Work/Life Services:** Work/Life Consultants are available to assist members with locating a wide range of daily living resources such as child/elder care facilities, pet sitters, event planners, home repair, tutors and moving services. Simply call the Helpline for resource and referral information.

**Take the High Road:** Deer Oaks reimburses members for their cab, Lyft and Uber fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. This service is available once per year per member, with a maximum reimbursement of \$45.00 (excludes tips).

**Online Tools & Resources:** Log on to our member website to access an extensive topical library containing health and wellness articles, videos, on-demand seminars, e-learning courses, child and elder care resources, searchable databases, and work/life balance resources.



Helpline: (866) 327-2400

Website: [www.txhhsseap.com](http://www.txhhsseap.com)

E-mail: [eap@deeroaks.com](mailto:eap@deeroaks.com)