

## **Stevens Wellspring Group (Employee Assistance Program)**

Our EAP is a resource for any issue, personal or work related, to assist in any way possible to help you maintain your mental and physical well being.

### **Various services include:**

- Assessment, short-term counseling, and/or referral
  - (3) free EAP office or telephonic counseling sessions per issue
- Legal Assistance
  - (1) free 30-minute consultation per issue, up to three per year
  - 25% discount off attorney's published fees
- Credit Counseling
  - Free telephonic credit counseling
  - Small monthly fee charged for debt management, if selected
- Stress (family, social, etc)
- Work/Life Resources

There is nothing to sign up for! As an employee at UNE, you are automatically enrolled and authorized to just pick up the phone and use these services, along with many others. Your family members living within your household, children away at college, and anyone covered under your health insurance can also take advantage of this **FREE** and **CONFIDENTIAL** service.

Dial the 24-hour toll-free number, **1-877-878-6485**, which is staffed by Masters or Doctorate-level clinicians. State that you are accessing your **EAP benefit**.

## HealthAdvocate

HealthAdvocate is a free and confidential benefit that helps you and your family (spouse, dependent children, parents and parents-in-law) get answers involving your medical, hospital, dental, mental health, medication and other healthcare issues. They also help resolving billing problems and other insurance-related concerns.

Some of the many ways HealthAdvocate can help:

- **Don't know where to turn? They point the way.**
  - Find the right doctors, dentists, specialists and other providers
  - Schedule appointments, arrange for special treatments and tests
  - Locate the right treatment facilities, clinical trials
  - Answer questions about test results, treatments and medications
  - Help transfer medical records, X-rays and lab results
- **Confused by health insurance? They cut through the red tape.**
  - Explain coverage stipulations, alternatives for uncovered services
  - Get appropriate approvals for covered services
- **Overwhelmed by medical bills? They go to bat for you.**
  - Uncover mistakes
  - Get estimates, negotiate fees, payment arrangements
  - Get to the bottom of coverage denials
  - Advise about appeals rights
- **Need eldercare and caregiver services? They ease your burden.**
  - Find in-home care, adult day care, assisted living, long-term care
  - Clarify Medicare, Medicaid, and Medicare Supplemental plans
  - Research transportation to appointments

Call as often as needed, at no cost to you! HealthAdvocate can be accessed 24/7. Normal business hours are Monday-Friday, between 8 am and 9 pm Eastern Time. After hours and during weekends, staff is available for assistance.

**866-695-8622**