

# 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"> <li>• Dedicated toll-free number</li> <li>• Web</li> <li>• Mobile device application</li> </ul>
Referral service standards	<ul style="list-style-type: none"> <li>• Life-threatening emergencies will have appropriate care coordinated upon initial contact</li> <li>• Urgent appointments are offered and available within 8-24 hours</li> <li>• Routine appointments are offered and available within 3-5 business days</li> </ul>
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"> <li>• National network of more than 62,000 providers</li> <li>• Network has more than 30 years of experience</li> <li>• Open panel policy</li> </ul>
EAP clinical provider credentialing standards	<ul style="list-style-type: none"> <li>• Minimum of a master’s degree</li> <li>• State licensure</li> </ul>
Legal services	<ul style="list-style-type: none"> <li>• Nationwide panel of attorneys</li> <li>• Up to 30 minutes free face-to-face or telephonic consultation for each separate legal matter</li> <li>• 25% discount if network attorney is retained</li> <li>• Coverage for most legal issues, including civil, personal/family, credit, elder law, tax law, real estate and estate planning</li> <li>• Online will preparation</li> </ul>
Financial services	<ul style="list-style-type: none"> <li>• Up to 30 minutes free financial counseling session per issue from Certified Consumer Credit Counselors, Certified Credit Report Reviewers and financial planners</li> <li>• 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</li> <li>• Identity theft consultations and free identity theft kit if identity has been stolen</li> </ul>

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WorkLife services	<ul style="list-style-type: none"> <li>• Access to expert, multilingual telephonic consultation and referrals to resources</li> <li>• Supplemental information in multiple media options</li> <li>• Online support – articles, self-search locators, financial calculators, health assessments and web links to many government and non-profit services</li> <li>• Childcare services</li> <li>• Elder care services</li> <li>• Health and wellness</li> <li>• Emotional and well-being</li> <li>• Daily living resources</li> </ul>
EAP website	<ul style="list-style-type: none"> <li>• EAP and WorkLife services</li> <li>• Comprehensive library, videos, articles, self-assessments, links, archived webinars</li> </ul>
Management consultation services	<ul style="list-style-type: none"> <li>• Toll-free, 24/7</li> <li>• Unlimited management consultations</li> <li>• Mandatory/voluntary management referrals, with follow-up</li> <li>• Unlimited policy development consultations and regulation consultations (for example: drug free workplace, harassment policy and more)</li> </ul>
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"> <li>• 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</li> <li>• 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</li> <li>• Cancellations made within 24 hours before scheduled service will be charged a \$275 per on-site hour per EAP clinician administrative fee</li> <li>• Unlimited telephonic CISD consultation included at no additional charge</li> </ul>
On-site services	<p>On-site services include:</p> <ul style="list-style-type: none"> <li>• Reduction-in-force</li> <li>• Grief counseling</li> <li>• EAP orientations</li> <li>• Health/benefits fairs representation</li> <li>• Wellness seminars</li> <li>• Compliance trainings</li> <li>• Other workshops</li> </ul> <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.

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The EAP service is provided through an arrangement with Health Advocate<sup>SM</sup>, which is not affiliated with Northwestern Mutual. Health Advocate<sup>SM</sup> is solely responsible for providing and administering the included service. EAP is not an insurance product. This service is only available while insured under Northwestern Mutual's group policy.

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