

Employee Assistance Program



For support:
1-800-553-7798
wellspringeap.org

USERNAME:
PROVAIL

A service provided by



CONFIDENTIAL
PROFESSIONAL
CONVENIENT
AVAILABLE 24/7

A benefit paid for by

PROVAIL

Your EAP is a confidential & professional resource—available 24/7—paid for by your company and available to you and eligible dependents without cost. Benefits include:

COUNSELING ASSESSMENTS

Up to 3 in-person or virtual meetings (video, telephonic, asynchronous text, or live chat) with a counselor you'll be referred to based on your needs

LEGAL SERVICES

Free initial 30-minute phone consultation; ongoing consultations with a lawyer at 25% off attorney's regular fees; unlimited access to do-it-yourself legal documents online.

FINANCIAL SERVICES

Free initial 30-minute phone consultation, and access to financial calculators and resource documents.

ID THEFT VICTIM RESOURCES

Free initial 60-minute phone consultation, ID theft response kit, and prevention information. Employer or benefit provider breaches are not covered.

DAILY LIVING INFORMATION SERVICES

Unlimited phone or live chat consultations/requests for finding consumer services and resources.

CHILDCARE & PARENTING RESOURCES

Unlimited phone or live chat consultations.

OLDER ADULT & ELDERCARE RESOURCES

Unlimited phone or live chat consultations

WEBSITE ACCESS

Unlimited access to online resources including:

- Live chat with a resource consultant (for Childcare, Eldercare & Daily Living)
- Online referral request
- Skill builders/online trainings
- Well-being & productivity content
- Monthly live & on-demand webinars
- Search tools

SUBSCRIPTIONS

Monthly emails featuring the webinar of the month, spotlight on an EAP benefit, and a feature article on well-being or productivity, with direct links to the website.

WELLSPRING STRESS CENTER™

Unlimited access to an online stress management and prevention center, including instant relief tools and long-term solutions.

IN-THE-MOMENT SUPPORT

24/7 access to a professional, masters-level therapist who will help you manage your distress, create a plan of action, & provide resources (which may include referrals for further services).

COUNSELING ASSESSMENTS & PERSONAL CONSULTATIONS Get help for concerns related to addiction, anxiety & depression, family, relationships, communication, divorce, domestic violence, eating disorders, gambling, grief & loss, stress management, work concerns, motivation and more. Connect with Wellspring EAP to be referred to a counselor.

LEGAL SERVICES Consult with an attorney about issues related to financial matters, criminal charges, estate planning, civil disputes, taxes, immigration & naturalization, guardianship & custody, name changes, child support, property boundary disputes, adoption and more.

FINANCIAL SERVICES Consult with a financial counselor about matters related to credit counseling, tax planning, college funding, charitable giving, business services, debt and budgeting assistance, retirement planning, estate conservation, IRA funding, pensions, 401Ks and more.

ID THEFT VICTIM RESOURCES Get assistance with emergency response, restoring identity and good credit, steps to dispute fraudulent debts, how to communicate with creditors & collection agencies, financial counsel, and more.

DAILY LIVING INFORMATION RESOURCES Connect with a Daily Living consultant to get help with information, listings or resources related to home maintenance & repair, travel & relocation, recreation, pet care, dining & entertainment, event planning, volunteering, family activities and more.

CHILDCARE & PARENTING RESOURCES Connect with a childcare/parenting consultant about finding resources related to infant through school-age care, back-up care, summer camps, education & tutoring, special needs, parenting resources, lactation support, adoption support and more.

OLDER ADULT & ELDERCARE RESOURCES Connect with an older adult/eldercare consultant about resources & information needs related to senior services, housing options, caregiving support, geriatric specialists, transportation services, activities, and more.

WEBSITE ACCESS Services, information, and resources at your fingertips 24 hours every day. Learn about your benefits, find access points to all services, chat live with a childcare, eldercare, or daily living specialist, send an online referral request, and explore well-being and productivity content presented in a variety of media formats.

SUBSCRIPTIONS Complimentary and optional subscription to a monthly email that delivers access to monthly live webinars, information about benefit components and a well-being or productivity related article. The subscription includes The Source™ quarterly newsletter and EAP Response™ - which contains helpful information whenever a high-impact traumatic or catastrophic event happens in the community or around the world.

WELLSPRING STRESS CENTER™ Access instant relief tools, take a stress assessment and find out your Stress Number®, identify your stress triggers and learn ways to manage, build resilience with a stress management platform called the Oxygen Plan™.

IN-THE-MOMENT SUPPORT Our phones are answered by a professional team of masters-level clinicians, who can help you manage your distress, create a plan of action, and provide resources (which may include referrals for further services). **If you are in a life-threatening emergency, call 911 immediately.**