



## Member Guide

# YOUR TOTAL WELLBEING PROGRAM

**NexGenEAP is your confidential EAP, Work/Life balance benefit provided by your employer at no cost to you.**

You and your eligible family members can trust the NexGen EAP services to address your total wellbeing, from assistance with everyday work and family issues to more challenging personal concerns.

**Get  
Started  
Now:**

### TO ACCESS YOUR TOTAL WELLBEING SERVICES:

Call 1.800.EAP.CALL

Log on at: [www.nexgeneap.com](http://www.nexgeneap.com)

Enter your ID.

Company ID: 9000

*(Company ID is needed only to create an account on website.)*

When calling our confidential counseling services, your EAP Counselor will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.

## Counseling Services

Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care.

## Child/Elder Care Resources

Access resources to help you find the child and elder care that you need. We can assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

## Legal and Financial Consultations

Access NexGenEAP to utilize your no cost legal and financial consultations. Half-hour legal consultations can be done over the phone or in-person, and can be used for issues such as divorce, custody disputes, and wills. Discounted legal fees are also available if a longer consultation is required. Half-hour financial consultations are provided over the phone and can provide assistance with topics such as debt consolidation, tax questions, student loans, and investments. ID Theft resources are also available.

## Virtual Concierge

The Virtual Concierge Service is available 24/7 to save you valuable time and help you balance the competing demands of work and life. The Virtual Concierge Service features dedicated Personal Assistants available to provide you with research, referrals, or information on just about any topic.

## Online Resources

Access your Total Wellbeing Program virtually via a personalized web portal. Access counseling and work/life resources right from your computer. You can also submit requests directly to your Personal Assistant, access exclusive entertainment discounts, chat live, and start a financial or legal request.

## Confidential Assistance:

We understand it takes courage to reach out and ask for assistance, which is why we ensure that your information and identity are kept completely confidential - even from your employer. Exceptions occur only when members are at risk of harming themselves or others or when the welfare of a child is in question.



**CALL**  
**1.800.327.2255**

**ONLINE**  
**[www.nexgeneap.com](http://www.nexgeneap.com)**

**Mobile App**  
**NexGenEAP**

