

# ASSISTANCE SUMMARY OF SERVICES



ASSISTANCE  
by **bhs**

## What is an EAP?

Your Employee Assistance Program (EAP) provides you and your household members with free, confidential assistance to help with personal or professional problems that may interfere with work or family responsibilities.

## How Does it Work?

A Care Coordinator will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator then becomes your personal point of contact and will keep in touch to ensure you achieve your desired outcomes.

## What is Included?

You and your household members can receive **6 short-term problem resolution sessions** (which include assessment, follow-up and referral services) per issue, per year.

### Program Feature:

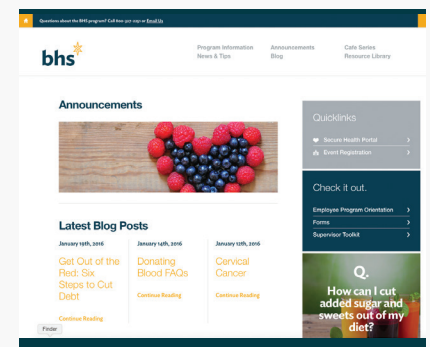
- Services are available 24-hours a day, 7-days a week via a toll-free number.
- This program is a free benefit provided and paid for by your employer.
- BHS adheres to federal and state privacy laws and holds client information in the strictest of confidence. Information about a client's problem cannot be released without the written permission of that individual.

## MyBHS Portal

MyBHS Portal contains a variety of resources to help improve your overall well-being, including articles, videos, health assessments, quizzes and interactive tools.

You can view program announcements, access Live Chat, read monthly newsletters and tip sheets, register for events, participate in regularly scheduled webcasts and more.

For your convenience, the BHS Online Portal also provides Locators for Childcare and Eldercare services. Locators allows you to search for childcare and eldercare resources in your geographic area by entering the city, state and zip code. Locators can be provided for adoption, child care, education, eldercare, parenting and other related topics.



Browse through resources including articles, videos, health assessment tools, quizzes and interactive tools. Access MyBHS at:

[www.BHSONline.com](http://www.BHSONline.com)  
username: **CRS**

# Work-Life Services



## CHILDCARE

BHS provides up-to-date, carefully screened, national resources and referrals for a range of childcare needs including:

- Adoption and Special Needs
- Before and After School Programs
- Emergency and Back-Up Care
- Family Daycare and Group Homes
- Nanny and Au Pair Services
- Nurseries and Preschools
- Summer Camps



## ELDERCARE

BHS provides up-to-date, national resources and referrals for a range of eldercare needs including:

- Home-Based Services: Nutrition, Meals on Wheels, Cleaning and Repair
- Housing: Retirement Communities, Subsidized Housing
- In-Home Care: Medical and Nursing Rehabilitation Services
- Inpatient Services: Nursing Homes, Intermediate Care Facilities, Respite Care and Assisted Living Facilities
- Older Adult Services: Support/ Advocacy Groups, Volunteer Opportunities and Adult Day Care
- Transportation Services



## LEGAL

Through BHS, you and your household members can access qualified attorneys to discuss legal matters. An unlimited number of telephonic legal consultations are available to you and each member of your household per problem episode, per year. Should further legal representation be necessary, you will be connected to a local, pre-screened and appropriately credentialed attorney at a discounted rate. [Legal matters commonly addressed under the program include:](#)

- Business Matters
- Criminal Charges
- Domestic and Family Matters
- IRS Matters
- Landlord and Tenant Disputes
- Motor Vehicle Violations
- Real Estate Concerns



## FINANCIAL

The EAP provides unlimited telephonic financial consultation, information and education to you and your household members per problem, per year. Should you or your household member need further financial consultation, you will be connected to a local advisor and/or community resource at a discounted rate. [Typical financial matters include:](#)

- Budgeting
- College Funding
- Credit Counseling
- Debt Management and Consolidation
- Retirement Funding
- Tax Planning and Preparation

# Locator Services



## LOCATOR

BHS shall provide participants with a resource that allows for searches to be performed based on specific requirements regarding child and eldercare needs. This resource is available through the BHSonline portal



## Contact Your EAP

Help is just a phone call away.  
Simply call BHS' toll-free number:

**800-327-2251**