



Employee Orientation

Understanding the range of services available through
your Total Wellbeing benefit

1-800-327-2255





- **NexGen EAP** is a **no-cost, confidential** total wellbeing benefit available to employees and eligible family members
- HIPAA Compliant – Confidential
- Available 24/7/365 - Live Response
- Provides resources for assisting with your day-to-day stressors, life events, mental wellbeing, work/life balance, and more!

Confidentiality



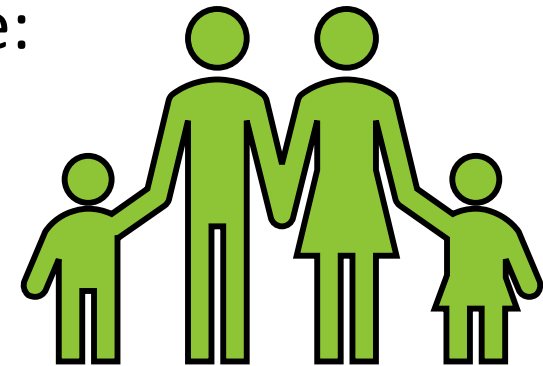
Confidentiality is a key principle of **NexGen EAP**

- **eni** is a HIPAA compliant benefit provider
- No information about use of NexGen EAP can be reported unless required by law. Legal exceptions include:
 - Threats to harm oneself
 - Threats to harm others
 - When the safety or welfare of a child is in question

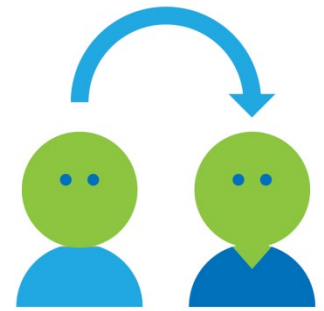
Who is Eligible For NexGen EAP?

Eligible employees and eligible family members can participate in **NexGen EAP**. Eligible family members include:

- Employee's spouse or domestic partner
- Employee's dependent children up to age 26
- Employee's unmarried children, regardless of age, residing with the employee who are mentally or physically incapable of earning their own living

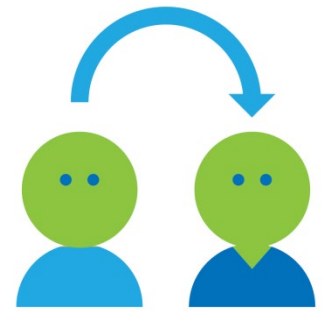


Counseling Services



- **eni** offers professional short-term counseling for a variety of concerns, including:
 - **Stress**
 - **Marital/Relationship**
 - **Depression**
 - **Fear**
 - **Anxiety**
 - **Grief or Bereavement**
 - **Alcohol or Substance Abuse**
 - **Denial**
- Eligible members receive up to **8** sessions with a counselor for each separate issue that arises throughout the year
- Counseling sessions available in-person, via video conference, or over the phone
- Intake Counselors can provide in-the-moment support if you want to talk with a Counselor immediately

Counseling Services



- Contact the EAP for counseling in a variety of ways:
 - Call the 1-800 number
 - Text the 1-800 number
 - Access the Counseling portion of the web portal – www.nexgeneap.com
 - Access the Counseling portion the mobile app – NexGenEAP
- Referrals will be provided in the same manner that you contacted the EAP
- If needed, **eni** will assist employees in finding long term counseling that is covered by the employee's health insurance or by providing information on community-based services

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Financial Consultations



- Members can access a 90-minute telephonic consultation with a financial professional at no-cost, once per separate issue per year
- Assistance and resources can be provided on many financial matters, including budgeting, bankruptcy, identity theft, student loans, credit report issues, and more
- Additional consultations for the same matter within one year can be provided at an additional cost, but at a discounted rate
- Appointments are made at the member's convenience and can be scheduled by calling 1-800-327-2255, utilizing the NexGenEAP mobile app or on the www.nexgeneap.com web portal

Legal Consultations



- Members can access a 30-minute telephonic or in-person consultation with a licensed attorney at no-cost, once per separate issue, per year
- Get legal advice and resources regarding legal matters including drafting wills, custody matters, purchasing a home, small claims, etc.
- If the individual chooses to hire an attorney after the initial consultation, there will be a 25% discount on additional services
- **NOTE: eni will not** provide any assistance for legal matters involving lawsuits or legal action against your employer

Virtual Concierge



- **eni's** Benefit Information Specialists are work/life experts who can provide information on a wide range of topics
- BIS's will help address day-to-day responsibilities or major life events including:
 - **Vacation Planning**
 - **Event Planning**
 - **Elder Care**
 - **Online Shopping Research**
 - **Relocation**
 - **Child Care**
 - **Contractor**
 - **Tutors**
 - **Specialty Items**
- Keep track of all your Virtual Concierge requests using your member portal on www.nexgeneap.com or the mobile app NexGenEAP

Wellness



- Members can access coaching calls with one of **eni's** licensed health coaches anytime throughout the year
- Get assistance and resources on any of the 10 areas of wellness:

1. Fitness

2. Financial

3. Emotional

4. Spiritual

5. Stress

6. Nutrition

7. Relationships/Social Health

8. Clinical Health

9. Lifestyle/Work Life Balance

10. Rest/Recovery

- Additional Wellness resources can be accessed by calling the toll free number or accessing the web portal or mobile app

1-800-327-2255



Health Advocacy



- Members can submit Health Advocacy Requests to get assistance on the various challenges surrounded healthcare including:
 - **Billing**
 - **Claims**
 - **Participating Providers**
 - **Understanding Insurance Cards**
 - **Navigating Insurance Plans**
 - **Prescription Drug Coverage**
- **eni's** Benefit Information Specialists are licensed professionals that specialize in navigating, and assisting members with, insurance issues
- Health Advocacy requests can be submitted anytime by calling the 1-800 number or accessing the mobile app or web portal

Entertainment Discounts



- Get discounts of **up to 60% off**, through the Working Advantage discount program

Entertainment:

Save up to 60% on movie tickets, theme parks, ski resorts, hotels, museums, zoos, attractions, aquariums and more!

Shopping & Gifts:

Working Advantage has partnered with your favorite online retailers to bring you excellent discounts on apparel, books and music, electronics, office supplies, flowers, food, and home.

Theatre & Events:

Find great seats and super deals on a huge selection of Tony Award®-winning Broadway shows, family events, concerts and sporting events nationwide.

Earn Rewards:

Look for the Advantage Point symbol and earn points to be redeemed for movie tickets, gift cards, and more.

e-Learning Resources



- Online access to interactive training courses and tools to promote personal and professional development
- e-Learning course topics include:
 - Conflict Resolution
 - Customer Service Fundamentals
 - Leadership and Management Trainings
 - Effective Communication
 - Time Management
 - Public Speaking
- Available in English and Spanish through www.nexgeneap.com

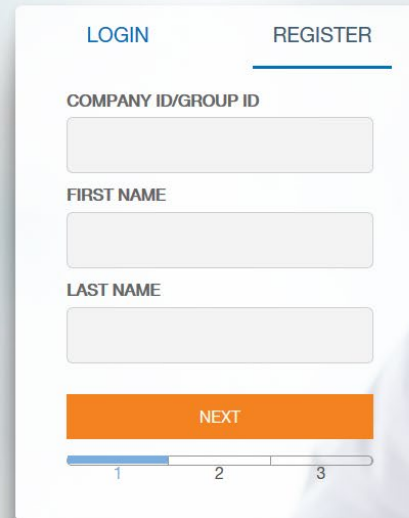
Mindfulness Resources



- Online access to a video content library on mindfulness and self care for greater awareness, stronger resilience, and better mental wellbeing
- Quarterly masterclasses and video content on topics including:
 - **How to Successfully Meditate**
 - **Mastering Your Emotional State**
 - **Resolving Inner Conflicts**
 - **Using Psychology in Decision Making**
- Receive daily quotes and positive affirmations on topics including:
 - **Loving Yourself**
 - **Improving Thoughts**
 - **Staying Grateful**
 - **Accepting Change**

Member Portal – www.nexgeneap.com

Company ID:
XXXX



English Español

LOGIN REGISTER

COMPANY ID/GROUP ID

FIRST NAME

LAST NAME

NEXT

1 2 3

1-800-327-2255



Summary

- Counseling Services
- Legal Consultations
- Financial Consultations
- Virtual Concierge
- Wellness
- Health Advocacy
- e-Learning Courses
- Easy Access to All Services:
1-800-327-2255
- 100% Confidential
- Live Response 24/7/365
- Web Portal: www.nexgeneap.com
- Mobile App: NexGenEAP

Contact Your Benefit Experts



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Mobile App: NexGenEAP