



Embedded Employee Assistance Program (EAP)

With Claimant Assist: Special Help for Disability Claimants and Life Insurance Beneficiaries



Tackle Absenteeism, Presenteeism, Tardiness, and Low Motivation with Our FREE EAP

When you choose NIS for your Medical, Dental, Life, Disability, and/or Vision Insurance, you are eligible to receive our FREE EAP and Claimant Assist. Your covered employees, disability claimants, and Life Insurance beneficiaries can receive no-cost, confidential help for a wide variety of needs and concerns.

- Alcohol or Drug Addictions
- Anxiety
- Childcare
- Depression
- Eating Disorders
- Eldercare
- Family Conflict
- Financial or Legal Concerns
- Marital Difficulties
- Parenting Concerns
- Problem Gambling
- Relationship Problems
- Stress Management

How the EAP Works

The EAP telephone lines are available 24/7 - no one is sent to an automated system. Each call is answered by a masters-level clinician who manages each case

from beginning to end, including follow-up. Solutions may include meeting with a mental health counselor for up to three face-to-face visits, negotiating Medical Insurance benefits, referrals to community resources, attorneys, childcare, eldercare, or financial services.

According to TELUS Health, 79% of callers indicated that their work performance had improved as a result of contacting the EAP.

Claimant Assist

At no charge to NIS customers, this program offers guidance and counseling services to Long Term Disability claimants, their immediate family members and/or Life Insurance beneficiaries. Participants receive access to masters-degreed counselors 24/7, up to three in-person sessions, legal assistance, financial consultation, childcare and eldercare referrals, and memorial planning assistance (for Life Insurance beneficiaries).

Virtual Fitness

Improve employee health and wellness with LIFT session, a virtual fitness platform that

is included in the EAP. LIFT provides employees with an easily accessible, effective, and affordable way to reach their fitness goals anytime, anywhere for better health and well-being.

Employees can work out on their own with personalized programs and access coaches if they have questions, or choose to work out under the live supervision of a coach online, in 1-1 personal or group sessions.

Your EAP Service Provider



TELUS Health is one of the world's largest Employee Assistance Program (EAP) providers. With nearly five decades as an EAP market leader, TELUS Health's approach is focused on innovation and client service excellence. In recent years, it has developed a broad range of clinically-sound digital delivery channels including video counseling, First Chat, and an award winning app, TELUS Health One.