# TELUS Health Employee Assistance Program (EAP)



**Group Number:** 74169-8

## Who is TELUS Health?

TELUS Health is a global leader in integrated health and wellness solutions. Through Voya Employee Benefits, TELUS Health offers you and your loved ones confidential, comprehensive support for mental, emotional, financial, and physical wellbeing. TELUS Health licensed clinicians and care managers help you navigate life's challenges, providing personalized solutions and connecting you to optimal resources anytime, anywhere.

## Who is eligible for TELUS Health EAP?

EAP services are available to you and your household dependents, including spouses, domestic partners, and immediate family members. Eligibility begins immediately upon hire, with no enrollment required.

## What type of support will you receive?

You will receive professional, live support for a wide range of personal and work-related challenges. All clinicians are licensed professionals, including counselors, social workers, and care managers, supported by a multi-disciplinary team. TELUS Health provides:

- 24/7 access via phone, web, and mobile app,
- 24/7 live chat support through the mobile app
- Access to licensed clinicians for 1:1 support
- Personalized care plans tailored to your unique needs
- Digital wellbeing tools, including self-guided programs and virtual peer groups
- Legal, financial, and identity theft support
- Work-life services: childcare, elder care, education, adoption and more
- Manager consultations and workplace support
- Wellbeing and life coaching for personal and professional growth
- Clinically appropriate, solution-focused counseling per issue, per year

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TELUS Health

## How to get started

- Online: **one.telushealth.com**
- Call: **1-833-303-3750** or **1-919-341-7440**

**User name:** Voya
**Password:** eap

Based on your situation, you'll be paired with a designated clinician who will serve as a primary point of contact for you.

# Download the TELUS Health One app today

### Digital access & App features

TELUS Health's digital platform is designed for easy, secure access to care. The mobile and web app includes:

- Direct access to your care team, care plans and self-guided digital wellbeing programs with interactive content
- 24/7 access to live chat support
- Resource library with educational videos and articles
- Dynamic wellbeing assessments with personalized recommendations

App Store is a service mark of Apple Inc. Google Play is a service provided by Google LLC.

Scan here for the App Store

Scan here for Google Play

ReliaStar Life Insurance Company (Minneapolis, MN) and ReliaStar Life Insurance Company of New York (New York, NY), both Voya Financial® businesses, work with TELUS Health (US) Ltd., a Delaware corporation, to offer Employee Assistance Program ("EAP") and Total Mental Health Services as requested by ReliaStar customers. EAP Services are provided by TELUS Health and its affiliates. TELUS Health is not affiliated with the Voya® family of companies. EAP Services provided are the sole responsibility of TELUS Health. Product availability and provisions may vary by state. Please access and read TELUS Health's User Terms which is available at this link: one.telushealth.com.

The information provided does not, and is not intended to, constitute legal or medical advice; instead, all information and content herein is provided for general informational purposes only. As a requirement in making such EAP services available to its employees, ReliaStar customers shall not mandate that their employees use TELUS Health services. The decision to use an EAP Service provider is complex and nothing contained within this material is intended to replace medical advice from a properly licensed healthcare provider.

Insurance is underwritten by ReliaStar Life Insurance Company (Minneapolis, MN), a member of the Voya® family of companies. Voya Employee Benefits is a division of ReliaStar Life Insurance Company. Product availability and specific provisions may vary by state.

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