IMPACT SOLUTIONS EMPLOYEE ASSISTANCE & WORK/LIFE PROGRAM

Overview

A program available to you and your family offering access to confidential, professional support, 24 hours a day, 365 days a year. All IMPACT counselors are qualified masters/doctoral level professionals.

Program Features

Live, Immediate Assistance

Call toll-free, 24/7: **800-227-6007**

- **Unlimited** phone consultation with a licensed mental health professional

Face to Face Counseling Services

- 6 complimentary face-to-face counseling sessions per person, per occurrence

Legal Assistance

- 30 minute complimentary appointment
- General advice and guidance
- Discounts for most on-going legal services
- 24 hour emergency services; access to legal providers after-hours/weekends in the case of being arrested/jailed

Identity Theft Prevention and Recovery

- Complimentary phone consultation with a Fraud Resolution Specialist™ regarding:
  - Reducing your risk of ID theft and/or
  - Tools to independently resolve your issue if you have been the victim of ID Theft

Financial Services

- Complimentary consultation with financial counselors and educators

Comprehensive Work/Life Website

Mobile friendly, self service information on everyday living issues and concerns via:

- Articles, tip sheets and other resources
- Webinars
- Workplace leadership tools
- Referral Locators including child, elder and pet care
- Self-assessments and surveys
- Savings Center with discounts on name brand items
- Legal documents such as advanced directives and property agreements
- Financial calculators
- Free ID monitoring through the Financial Center

Telephonic Coaching Services

- Elder/Adult/Caregiver Support
- Nutrition
- Mindfulness

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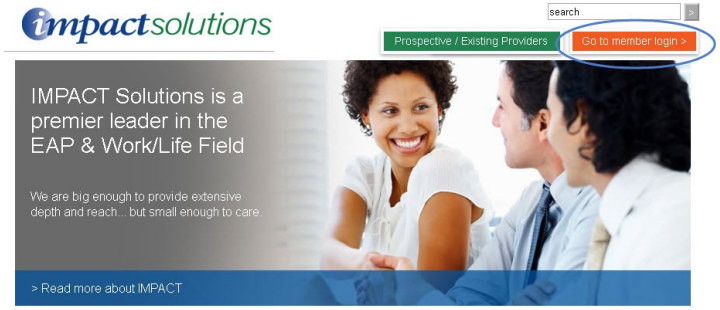
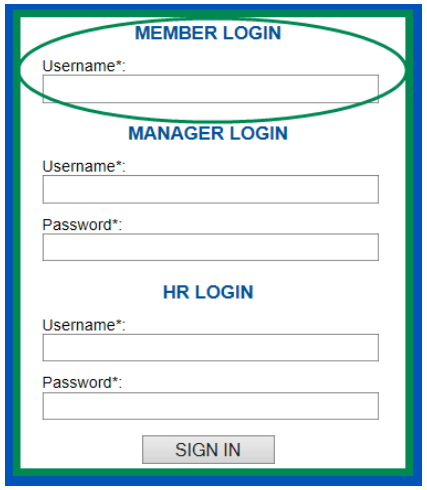
www.MyImpactSolution.com Username: Lorain 800-227-6007

Accessing the IMPACT Solutions Website

1. Go to www.MyImpactSolution.com
2. Click "**Go to member login**" on the top right hand corner



3. Enter your username: **Lorain**
4. Click **SIGN IN**



Frequently Asked Questions

What happens when I call IMPACT for assistance?

Regardless of when you call (day or night), you will speak with a mental health professional who can provide you with the support and guidance to navigate your present situation. Authorizations for counseling and other resource referrals are coordinated by our Triage Counselors during normal business hours (Monday through Friday). They will identify a network provider that is suited to meet your needs, answer any questions you may have about the counseling process, and follow up to make sure your needs have been met and you do not need any further assistance.

Will my employer know when I use the program?

All services are confidential and governed by federal and state laws. Information will not be shared without your consent or as mandated by law. Using the program will not affect your job security or advancement and all organizational policies and procedures remain in effect.

Who pays for the program?

The IMPACT Employee Assistance & Work/Life Program is available to you ***free of charge,*** courtesy of your employer.

Who is eligible for the program?

All employees, household members, dependents in and away from home, and parents/parents-in-law are eligible to use any of the IMPACT services.

Please note: EAP counseling services are intended for brief counseling interventions. Certain professional treatment services, such as medical care, psychiatric service, long-term counseling/psychotherapy or testing are not included in the EAP offerings. In the event that such services are needed, refer to your health care plan for an explanation of covered services.

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SUPPORT FOR EVERYDAY LIVING

800-227-6007

FEATURES INCLUDE:

- Confidential, LIVE phone support 24/7/365 from qualified mental health professionals
- Complimentary counseling (face-to-face or tele-mental health) sessions per person, per issue
- IMPACT on the Web at www.MyImpactSolution.com

Your IMPACT website is mobile friendly and provides a wide range of tools and resources via articles, tip sheets, webinars, and on-line learning courses related to health, emotional wellbeing, finances, legal matters, relationships, workplace issues, personal, and professional development.

Confidential guidance, support, and direction to help with life's challenges. Your IMPACT Employee Assistance Program is your first call for help for:

Work Challenges	Child Care Support	ID Theft Prevention & Recovery
Addiction	Elder/Adult Care Support	Legal Matters
Parenting Issues	Stress, Anxiety & Depression	Grief & Loss
Relationship Issues	Financial Issues	Daily Living Issues

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