

## Your Employee Assistance Program (EAP) Made Easier



- A pre-paid benefit
- Confidential—individual information is not reported back to your employer
- Available to all your household members and dependents
- Easy to reach through your toll-free number or online
- Available 24 hours a day/7 days a week

### Common reasons people use EAP services

- Manage stress
- Enrich relationships
- Support a healthy lifestyle
- Work conflict
- Build coping skills
- Anger management
- Tobacco/nicotine cessation
- Enhance problem-solving skills
- Improve sleep
- Build a support system
- Boost emotional health
- Better balance work and life
- Alcohol or substance use concerns
- Child and elder care resources
- Enhance parenting skills
- Time management resources

### What can I expect when I call the EAP?

- Toll-free accessibility
- Confidential assistance with all life areas:
  - Parenting
  - Work-life balance
  - Communication
  - Healthy aging
  - Stress and anxiety

### What can I expect when I visit the website?

Program tiles make for easy access to information 24 hours a day, seven days a week!

- Provider search
- Live chat
- Program information
- Monthly newsletter and live webinar
- Learning center
  - Emotional health and wellness content including articles, videos, assessments
  - Videos, podcasts and webinar recordings
- Convenient links to download mobile apps
- Digital care programs

### Work-life

Online you'll find a variety of resources and information to help you manage work and life, such as

- ✓ Parenting
- ✓ Finance/legal
- ✓ Health and wellness
- ✓ House and home
- ✓ Travel
- ✓ Pet ownership
- ✓ Education
- ✓ Career
- ✓ LifeMart discount center (offering hundreds of discounted services for you and your family)

### Video resources:

Employee Orientation: <https://youtu.be/-49B33UYmTg>

Legal and Financial Services: <https://youtu.be/aujLvcJnd2s>

Work-life Services: <https://youtu.be/dOglUWZvfHw>

**Don't have time to search online?** Call your 800 number to access convenience services, which offers you pre-screened, qualified referrals to providers, resources, and educational materials. You'll get personalized assistance finding services, such as:

- Home or car
  - Repair services
  - Home improvement
- Relocation assistance
  - Mortgage brokers
  - Moving companies
- Education
  - Private/public schools
  - Colleges/universities
- Pet ownership
- Parenting
  - Adoption
  - Child care
  - Summer camps
- Seniors
  - Elder care

## Legal and Financial

### Legal assistance

Free consultation on the phone or in person (up to 60-minutes) Discounted fees for services needed after the initial consultation Online tools, education and resources for help with:

- ✓ Debt and credit
- ✓ Divorce
- ✓ Real estate
- ✓ Taxes and audits
- ✓ Trusts
- ✓ Wills

### Financial coaching

Two free telephone consultations (up to 30-minutes each)

Discounted fees if you elect to continue working with a financial coach beyond initial consultations Online tools, education and resources for help with:

- ✓ Budget planning
- ✓ Debt and credit
- ✓ College and retirement planning
- ✓ Taxes and audits
- ✓ Loan and mortgage assistance

### Identity theft resolution

- ✓ Free telephone consultation (up to 60-minutes)
- ✓ Fraud Resolution Specialist™
- ✓ Listens to issues, answers questions
- ✓ and gives directions and tools to help resolve your situation
- ✓ Free ID Theft Emergency Response Kit<sup>SM</sup>

Information provided on OU HR website: <https://hr.ou.edu/EAP>.

This site also contains many helpful Resources for employees:

- Stress and Resiliency
- Covid-19 Compassion Fatigue
- Covid-19 Coping Tips for Adults
- Covid-19 Financial Resilience
- Covid-19 Healthcare Worker Anxiety
- Covid-19 School Closures/Home Schooling
- Covid-19 Helping Your Employees Manage Workplace Stress
- Plus other topics

### Specific Campus contact information:

#### Norman & HSC: Magellan Health

800-327-5043

<https://www.magellanascent.com/>

#### OU Health Hospital

800-327-1393

#### OU-Tulsa:

Family & Children's Services

918.587.9471 [fcsok.org](https://www.fcsok.org)