Employee Assistance Program

Program overview for Tulane
Empowering you and your family

Your Employee Assistance Program offers support for:
• Overcoming challenges at home or at work
• Navigating life’s changes
• Reaching your goals and living your best life

Confidential EAP support is available:
• At no cost to you
• By phone, online and face-to-face
• 24/7 by phone and online

Contact your EAP
Call us any time: 866-248-4096
Visit liveandworkwell.com
Access code: Tulane
Get help for almost any issue

- Adult/elder support services
- Alcohol and drug misuse, including co-dependency
- Anxiety, sadness, depression, grief and loss
- Child and parenting support services

- Family and parenting issues, relationship problems
- Financial consultation
- Legal consultation
- Life changes and personal crises
- Life learning educational support services
- Mediation services
- Stress related to work or personal issues

Your EAP is here to help you manage life’s changes, in good times and during times of challenge. Call us, whether you’re struggling with grief, starting a new job or just need to sort through your feelings.
Rest assured: It’s confidential.

We will never share personal records with your employer or anyone else without your permission.

All services are confidential in accordance with federal and state laws.

Exceptions:

- When required by law, such as by court order
- When law requires suspected child or elder abuse be reported to the proper authorities
- If a member makes a threat of serious physical harm to any identified victim (requires an effort to warn the victim and possible notification to the authorities)
- If there is a concern about a member harming himself or herself
- Medical emergencies
- When a member is gravely disabled to the point of threatening well-being
- When a member gives written consent
Consultation

Solution-focused consultation with an EAP specialist:

• Get expert guidance on managing almost any challenge affecting your well-being
• Specialists listen and help identify issues, barriers, and ways to overcome them
• No appointment necessary
• Available 24/7 by phone
• Explore other employer-sponsored benefits available to you
• Guide to online tools and resources on liveandworkwell.com

Our specialists can help immediately with issues in your family, relationships and workplace, or if you are dealing with grief or loss. Licensed mental health professionals are also available by phone right away.
Counseling

You and every covered family member may attend 3 face-to-face counseling sessions for each problem per year at no cost to you.

An EAP specialist can refer you to a network clinician or show you how to use liveandworkwell.com to find a network clinician, and then download and print an authorization form.

Example scenario:

• Miranda was dealing with grief after losing her mother following a long illness.

• A few months later, her 12-year-old daughter, Hailey, was struggling socially in school and anxious about her homework load.

How EAP helped:

• An EAP specialist found several grief counselors for Miranda to meet with.

• Several months later, Miranda called the EAP again to talk about Hailey.

• The specialist shared some information on parenting middle school-age children with Miranda.

• Hailey received several face-to-face sessions with an EAP counselor, too.
What to expect when you call

• An EAP specialist with a master’s degree in a mental health profession will answer your call.

• You can explain why you are calling. The specialist will ask questions, too.

• You and the specialist will discuss your options and where and how you can find support.

• The specialist may send you information by email or help you find reliable information and resources on liveandworkwell.com.

• The specialist can also help you find a clinician for face-to-face counseling.

• Take as much time as you need.
• Someone is available to talk any time, day or night.
• Your conversation is confidential.
• There is no charge to you.
• You can call back any time.
Legal services

Access to licensed state-specific attorneys

- One 30-minute telephonic or in-person consultation per issue per year at no cost to you*
- Ongoing representation by an attorney at a 25% discounted rate

- Consumer issues
- Criminal matters
- Deeds
- Document preparation
- IRS matters
- Living wills
- Power of attorney
- Probate
- Real estate services
- Separation and divorce
- State-specific will
- Traffic matters
- Trusts

*Some exceptions apply. Cannot be used for a second opinion or for issues with an employer, health insurer or health care provider.
Mediation services

Access to professional mediators

- One 30-minute telephonic or in-person consultation per issue per year at no cost to you
- Ongoing representation by a mediator at a 25% discounted rate

- Child custody
- Collections
- Consumer disputes
- Contractual disputes
- Estate settlement
- Family disputes
- Landlord/tenant disputes
- Real estate
- Separation and divorce
- Small-claims matters
Financial services

Access to credentialed financial professionals
One telephonic consultation (30 to 60 minutes in length) per issue per year

- Bankruptcy
- Budget management
- College funding
- Debt reduction
- Estate planning
- Investment plans
- IRAs
- Retirement planning
- Taxes
- Wage garnishment
Resources on liveandworkwell.com

• Find information you need from 5,000+ articles, discussion boards, videos, podcasts, webinars, and newsletters
• Search databases for resources on:
  – Child care and elder care
  – Schools and colleges
  – Health, alternative medicine, drug interactions
  – And more
• Find a clinician
• Legal and financial information
  – Budgeting tools, retirement planner, financial calculators, will kits, library of legal documents
• Take our self-assessments
• Create personal plans for reducing stress, quitting smoking, and reaching other goals
• Send caring e-cards
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