



## EAP and Work-Life Services



### Program Access

- All Covered Employees and Family Members Eligible, Regardless of Location or Relationship
- 24/7, 365 Days-a-year Dedicated Toll-Free Line, Always Live Answer
- Website, Mobile App, IM, Text, Chat, Email and Video Chat Access to Services



### Assessment and Referral Services

- **Unlimited** Telephonic Assessment and Referral
- Up to 5 Face-to-Face Diagnostic and Short-Term Problem Resolution Sessions<sup>1</sup>
- Global Network of 52,000+ Licensed Providers
- 24/7 Access to Clinicians for Urgent Matters

### Legal and Financial Services

- **Unlimited** Phone Consultation for Any Financial Issue
- **Unlimited** In-Office or Phone Consultation for Any Legal Issue, 25% Discount for Services Beyond Initial Consultation
- Online Legal and Financial Resource Center Including Document Preparation

### Work-Life Benefits and Resources

- **Unlimited** Phone Assessment and Referral for Any Work-Life Need
- **Unlimited** Child, Elder, and Pet Care Referrals and Resources
- **Unlimited** Education, Personal Services, and Health and Wellness Referrals and Resources
- **Unlimited** Veteran Resources and Support Including Veteran Resource Website
- Online Resources and Tools for 100+ Work-Life Topics

<sup>1</sup> Limited to 3 sessions per 6 months for CA employees

## Program Implementation and Support Services

- **Unlimited** Virtual Orientations
- **Unlimited** Management Consultations
- Dedicated Account Management Team
- Formal Management Referrals
- Quarterly and Annual Utilization Reports

## Promotional Materials

- Print and Electronic Promotional Materials
- Multilingual Materials Available
- Ongoing Mobile, Digital and Social Media Communications: Videos, Social@ACI Platforms, myACI App

## Critical Incident Response and Support

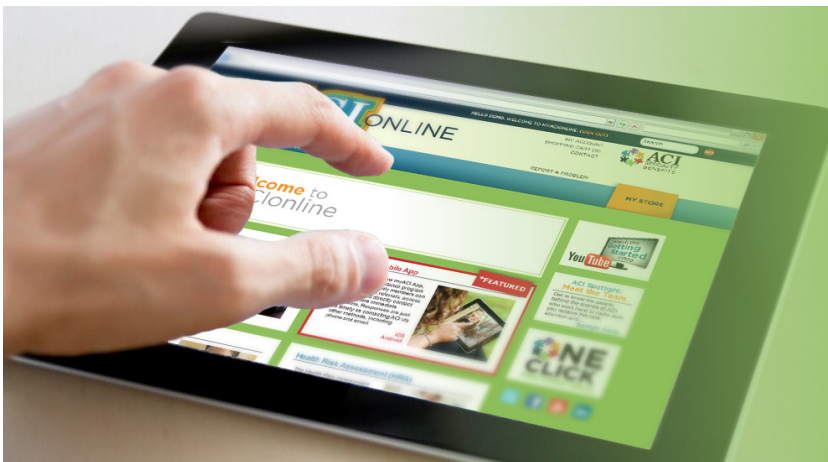
- **Unlimited** Crisis Consultation
- Onsite Critical Incident Stress Debriefing (CISD)
- Crisis Prevention and Threat Assessment Services
- DOT Compliance Resources

## Training and Webinars

- **Unlimited** Employee and Management Virtual Training and Webinars
- **Unlimited** On-Demand Training Materials
- Onsite Training Available at Discounted Fee

## Web Services

- Single Sign-On (SSO) Interactive Employee Website
- Work-Life and Wellness Interactive Online Resource
- Veteran Resource Website
- Mobile Apps and Social@ACI Platforms



**Additional Questions?**  
Contact ACI Specialty Benefits toll-free at  
**855-RSL-HELP**  
(855-775-4357)  
rsli@acieap.com

EAP services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company.

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