

## Welcome to Your Employee Assistance Program!

The challenges and stressors in life today are greater than ever.

We all strive for work-life balance but it's not easy. Sometimes personal, financial and family problems disrupt our world and we are not sure what to do. Your employer understands this and is offering the New Avenues EAP to help you resolve troubling concerns. Through the Employee Assistance Program, you and family members in your household have access to confidential, solution-oriented counseling at no cost to you.



Additionally, you and your family members have 24/7 access to the EAP Support Services where you may obtain information on a wide range of

health, wellness and work-life balance topics.

We at New Avenues are pleased to assist you and your family members along your path to well-being.

To schedule confidential counseling, call:  
**574-232-2131 or 800-731-6501 (Toll-Free)**

To access online Support Services, logon to:  
**www.NewAvenuesOnline.Com**

*Your Path to Well-Being*

## The New Avenues Employee Assistance Program is Your Path to Well-Being.

We can help you and your family members with...

- Life event changes
- Unhappy marriage
- Divorce or separation adjustment
- Grief
- Stress
- Financial worries
- Alcohol or drug problems
- Child and Adolescent issues
- Communication problems
- Eldercare concerns

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## Questions and answers about your EAP



## What is the New Avenues Employee Assistance Program?

The New Avenues Employee Assistance Program is a comprehensive service that includes face-to-face, solution-oriented counseling, financial counseling and a wealth of online support resources designed to promote your health, wellness and work-life balance.

You may find at times that circumstances interfere with your happiness, relationships, work or home life. The EAP is there to help you proactively manage these occasions. The program is easy to use, confidential and at no cost to you.

*Your path to well-being.*

## With What Kinds of Problems Can the EAP Assist?

All of us at some time in our lives face difficult changes, transitions, or problems that create significant pressure and stress. It can be very helpful to get an objective viewpoint from a professional. EAP professionals can assist with these kinds of concerns:

- Life event changes
- Unhappy marriage
- Divorce or separation adjustment
- Grief
- Stress
- Financial worries
- Alcohol or drug problems
- Child and Adolescent issues
- Communication problems
- Eldercare concerns

## What About Confidentiality?

The New Avenues EAP is completely confidential. When you contact New Avenues, your name and the details of your request will not be reported to your employer or to anyone in your family. No one will know unless you choose to tell them, or unless you give New Avenues written permission to disclose certain information. Your employer offers this confidential service because they care about you and your concerns but they don't want to intrude into your personal issues.

## How Much Does the EAP Cost?

There is no cost to you or to your family members. The cost of this service is covered by your employer. If you need professional services that extend beyond the EAP, those services may be covered by your medical plan. If not, you will be responsible for costs of services outside of the EAP. It is important to note that you do not need to be a participant in your employer's medical plan to use the EAP.



## Who May Use the EAP?

Employees and their immediate family members living in the household have access to the EAP. Eligibility is determined by your employer.

## Who Will be My Counselor?

New Avenues has a network of local providers consisting of licensed, experienced psychologists, social workers, counselors and therapists. When you call New Avenues, we will match you with the provider who will best meet your needs.

Appointments are scheduled at times convenient for you and at a location close to your home or workplace.

## How Do I Access the EAP?

To start using your EAP, simply contact New Avenues at 800-731-6501. A Member Services Representative will take your call and arrange for a referral to an EAP provider. (Please allow about 15 minutes on the call to provide us with the information needed to make an appropriate referral. During non-business hours, our Care Managers are on-call to handle emergencies.)

**800-731-6501**

*Your Path to Well-Being*

