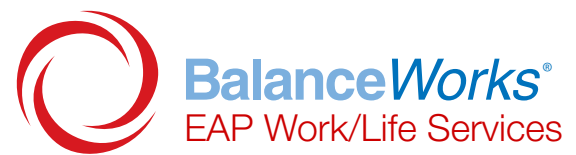


# Member Guide



Balance Your Work  
and Personal Life



**BalanceWorks®** is a confidential work/life benefit provided by your employer at no cost to you.

You and your eligible family members can trust the BalanceWorks® service for assistance with everyday work and family issues, as well as more challenging personal concerns.



## Get Started Now:

Call **1.800.EAP.CALL** to speak with a Counselor or Personal Assistant.

or

Log on at **www.mybalanceworks.com** or the **BalanceGo** app and enter your IDs.

**Member ID: 50173909**

**Group ID: 9000**

*(ID numbers are needed only to create an account on website or mobile app.)*

When calling our confidential counseling services, your EAP Counselor will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.

## Counseling Services

Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care.

## Child/Elder Care Resources

Limitless resources are available to find the child and elder care that you need. We assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

## Legal and Financial Consultations

You have access to free legal and financial consultations over the phone and in-person, referrals, and discounted fees. Call today for assistance with legal issues such as: bankruptcy, divorce, custody disputes, adoption, and financial issues: debt consolidation, tax questions, student loans, investments, credit problems, retirement, and more.

## Personal Assistant

BalanceWorks® Personal Assistants (PA) are work/life experts who provide you with useful referrals, research, or information on just about any topic. The PA service is available 24/7 to respond to your requests, helping you to make informed decisions while saving you valuable personal time.

## Personalized Web Portal

Log on to access hundreds of work/life articles, self-help tools, and interactive videos for personal and professional development. You can also submit and track requests to your Personal Assistant, chat live, and use the interactive calendar and date reminder.

## Mobile Access

Utilize the BalanceGo Mobile App to access counseling and work/life resources from your Android or iOS devices. You can contact a Personal Assistant, submit a question to Ask-A-Counselor, and start legal and financial requests, all from the convenience of your mobile device.



## Confidential Assistance:

We understand that it takes courage to reach out and ask for help.

That is why we take special measures to make sure you are comfortable and that your information and identity are kept confidential - even from your employer.

The only exception of confidentiality occurs when members are at risk of harming themselves or others or when the welfare of a child is in question.

**CALL 1.800.327.2255**

Log on at  
**[www.mybalanceworks.com](http://www.mybalanceworks.com)**\*  
Access the **BalanceGo**\*  
mobile app

\* Create a User Name and Password on either the website or the mobile app. One User Name and Password accesses both.

