

## AllOne Health Employee Assistance Program **FAQs and Guidelines**

**Q: What is the EAP benefit?**

A: AllOne Health's Employee Assistance Program (EAP) offers benefits for short-term counseling, financial coaching, caregiving referrals and a wide range of well-being benefits to reduce stress, improve mental health and make life easier. The EAP is free to use, confidential, and available to you and your family members.

**Q: Is there a fee to use this benefit?**

A: EAP services are available at no additional cost to the covered employee or family member.

**Q: What are the program options?**

A: There are three EAP plan options:

- **Standard: Telephonic** (Phone Support)  
Up to 3 sessions for assessment, referral and short-term problem resolution (Telephonic sessions only)
- **Enhanced: 3 Face-to-Face** (Phone Support with Follow-up)  
Up to 3 sessions for assessment, referral and short-term problem resolution (In-person, telephonic or video chat session options available)
- **Premium: 5 Face-to-Face** (Follow-up Plus 5)  
Up to 5 sessions for assessment, referral and short-term problem resolution (In-person, telephonic or video chat session options available)
  - In the state of California, face-to-face sessions are limited to 3 sessions per 6 months, for a total of 6 face-to-face sessions per year, in accordance with the California Knox Keene Health Care Service Plan Act. For an employee residing in any other state, the 5-session model includes up to 5 sessions per issue, per year.
  - The 5-session model also includes one complimentary onsite Critical Incident Stress Debriefing (CISD) per year. Additional CISDs can be scheduled on a fee-for-service basis.

**Q: What are the EAP clinical sessions intended for?**

A: EAP clinical sessions are intended for assessment, referral and short-term problem resolution. Examples of requests that the EAP can assist with include, but are not limited to:

- Emotional wellness
- Stress management
- Family and relationship issues
- Anxiety and depression
- Coping with grief
- Anger management
- Substance abuse

For any issues requiring long-term support, the EAP clinician will provide a referral to services that may be available through medical insurance or community-based resources, based on specific needs.

**Q: Who is eligible for EAP benefits?**

A: Employees covered by the Reliance Matrix insurance plan to which the EAP is added, usually a Long Term Disability Insurance or a Life Insurance plan, are entitled to access EAP benefits. Additionally, the family members of each covered employee are eligible for EAP benefits, with the employee's definition of family being AllOne Health's definition of family. AllOne Health's EAP services are comprehensive, ensuring that family members, regardless of their location or relationship, can access the benefits without any barriers. The EAP benefit is also available for 90 days after a covered employee's last day of employment.

**Q: How are non-urgent requests for EAP mental health sessions handled?**

A. EAP referrals are provided once an affiliate from our network accepts the case. This typically takes anywhere from 2 – 6 business days depending on the nature of the employee's or family member's initial request. The employee or family member will then reach out to the provider directly to schedule an EAP session.

If there is difficulty experienced in scheduling an appointment with the provider, please call AllOne Health back to receive a new referral.

**Q: How are urgent requests for EAP mental health sessions handled?**

A: If a member or family member is in emotional distress and in urgent need to speak with an EAP clinician, AllOne Health's intake specialist will immediately connect them with a licensed clinician at any time, 24/7/365. For emergencies, always call 911 to get assistance from local authorities.

**Q: What is the turnaround time for work-life referrals?**

A: General turnaround time for a non-urgent work-life referral is 3 – 5 business days. AllOne Health can provide urgent work-life referrals for needs such as childcare or shelter housing on the same day.

**Q: What is Medical Advocacy?**

A: A Medical Advocate assists with maneuvering through the healthcare system. The Advocate offers strategies to empower employees as they prepare for a medical appointment, locate a medical provider, seek discharge resources, and navigate the insurance industry. The Advocate serves all lifespans but cannot provide legal or medical advice, complete disability or FMLA paperwork, or select insurance or mental health providers or facilities.

**Q: What is Life Coaching?**

A: A coach is a certified professional who assists employees and their household members to achieve their personal and professional goals. A coach works actively to help individuals assess their current situation then develop steps and strategies to meet their stated expectations. This differs from counseling in that it is proactive and not usually associated with a clinical or crisis issue to be solved.

**Q: What Financial Wellness services are available through AllOne Health's EAP?**

A: Financial Wellness services include phone consultation regarding the issue. Support is available for any financial need such as credit counseling, debt management and referrals to CPAs. More resources can be found in the Member Portal.

**Q: What Legal Referral services are available through AllOne Health's EAP?**

A: Legal Referrals and consultation services include an initial 30-minute in-office or phone consultation with a local attorney regarding the legal matter. AllOne Health's Member Portal also has interactive legal document preparation including will prep and other common legal documents.

**Q: How can a member access AllOne Health's EAP?**

A: AllOne Health offers convenient 24/7 access to EAP benefits by phone, text, live chat, and online.

- Member Portal: <http://allonehealth.com/reliance-matrix> (auto fwd from <https://rsl.acieap.com>)
  - Select "Sign Up"
  - Register to create a new account using your company code: **RSLI859**
  - After registering, you will want to create your individual profile. This will help customize your experience based on your family, education, health, wellness, legal, financial, and everyday living needs.
- Phone: 855-RSL-HELP (855-775-4357)
- EAP Promotional Toolkit for HR/Managers: <https://allonehealth.com/toolkit-reliance/>
- AllOne Health Training Catalog: <https://allonehealth.com/training-catalog>

**Q: Are utilization reports available?**

A: Quarterly utilization reports are available, upon request, to clients with more than 250 employees. Utilization reports are provided via email and include usage trends and program engagement activities. In adherence to confidentiality regulations, reports do not contain any personal identifying information.

**Q: What is a Formal Management Referral?**

A: A Formal Management Referral (FMR), also referred to as a supervisory or mandatory referral, is a tool to address job performance issues. AllOne Health's formal management referrals are covered under the EAP program free of charge to the client and employee. The number of sessions is determined according to the client's EAP session model. FMR cases are case managed by AllOne Health team members who maintain communication with the employee, referring HR professional/supervisor, and the Master's level clinician working with the employee. The Formal Management Referral form includes a Release of Confidential Information, to be signed by the employee, which allows AllOne Health to give the referring HR professional/supervisor information regarding the referral. The FMR process provides feedback on performance standards, such as attendance, participation, and following recommendations of the EAP provider.

**Q: Are trainings available through the EAP?**

A: AllOne Health offers a wide range of workforce training topics to increase employee engagement and support management and HR goals. AllOne Health's trainings are a cost-effective solution for improving employee performance and job satisfaction, with flexible formats to meet any organization's training needs.

AllOne Health requires that training requests be submitted at least 20 business days prior to the training date. The options on the delivery of the training are:

- **Webinar:** Live training session conducted online by a qualified AllOne Health team member or one of its network expert facilitators. Standard virtual training webinars are at no cost. Customized training webinars are available for a fee of \$350 per hour.
- **Onsite Facilitator:** AllOne Health sources its network of local training facilitators to deliver the training in person for a fee-for-service of \$350 per hour.

These training formats are intended to be conducted to a group of employees rather than to an individual. A training session is developed to be one hour in length, consisting of approximately 45 minutes of content delivery and 15 minutes of Q&A and evaluations.

AllOne Health's Training Catalog can be found at <https://allonehealth.com/training-catalog>. The Org Services team can be reached at 858-736-0040 (during normal business hours) or 855-RSL-HELP (24/7 live answer). Additionally, AllOne Health's Member Portal allows registered users to browse and register for upcoming webinars throughout the year as well as online self-paced training modules. Participants receive a certificate for each training completed.

**Q: What do I do when a client has a critical incident? What is a CISD?**

A: Consult with the EAP by immediately calling 855-775-4357 to determine the most appropriate response. During the consultation, an EAP crisis response team member will request information to establish whether the event requires critical incident response intervention.

If an intervention is required, the next step is to schedule a Critical Incident Stress Debriefing (CISD) through AllOne Health's EAP. Led by an expert, the process typically entails a combined approach of group storytelling with practical information. The traditional format is a group debrief followed by individual meetings. This format is flexible to accommodate the organization's needs. Services can be delivered onsite, virtually, or telephonically. The CISD process does not constitute any form of psychotherapy, and it should never be utilized as a substitute for psychotherapy.

This service is available at \$325.00 per hour. Please refer to the Critical Incident FAQs for Managers and Supervisors for more information on CISDs.

**Q: How can anyone at Reliance Matrix contact AllOne Health with any additional questions or needs?**

A: The RM Support Team at AllOne Health includes:

- **Service and Account Management**
  - Sandy Glashaw, Director of Client Relations  
858-736-0045, [sandy.glashaw@allonehealth.com](mailto:sandy.glashaw@allonehealth.com)
  - Yve Fontilea, Lead Account Executive for Reliance Matrix clients  
858-754-0975, [yve.fontilea@allonehealth.com](mailto:yve.fontilea@allonehealth.com)
  - Gil Manzano, Senior Director of Operations  
858-736-0038, [gilbert.manzano@allonehealth.com](mailto:gilbert.manzano@allonehealth.com)
- **Client Relations Team (Account Managers Team)**
  - [CR@allonehealth.com](mailto:CR@allonehealth.com)
- **Organizational Services Team (CISDs and Trainings)**
  - 858-736-0040
- **Sales Team (Standalone EAP Quotes)**
  - David Fernandez, Director of Business Development  
858-736-0043, [david.fernandez@allonehealth.com](mailto:david.fernandez@allonehealth.com)

**À la Carte Service Fees**

AllOne Health provides a variety of services beyond package inclusions, available on a fee-for-service basis.

Type of Service	Fee	Type of Service	Fee
Onsite/Virtual Critical Incident Stress Debriefing (CISD)	\$325 per hour	Onsite EAP Seminars or Trainings Cancellation (Less Than 3 Business Days' Notice)	\$250 per session
Conflict Resolution/Mediation	\$350 per hour	Webinar Minimum Participation (5 Attendees) Not Met	\$250 per session
Onsite Lay-Off and Reduction In Force (RIF) Support	\$325 per hour	Webinar Cancellation (Less Than 3 Business Days' Notice)	\$250 per session
Executive Coaching	\$350 per hour	Formal Management Referrals: 3 Face-to-Face or Video Chat Sessions Included (Applicable to Telephonic Model Only)	\$450 flat fee
Health Fairs	\$200 per hour	Substance Abuse Provider (SAP) Cases	\$950 flat fee
Onsite Orientations	\$350 per hour	Fitness-for-Duty Evaluations	Starts at \$2,250
Onsite EAP Seminars, Trainings or Customized Webinars	\$350 per hour		