

Employee Assistance Summary of Services



ASSISTANCE
by **bhs**

What is an EAP?

Provided by BHS, your Employee Assistance Program (EAP) provides you and your household members with **free, confidential, in-the-moment support** to help with personal or professional problems that may interfere with work or family responsibilities.

What Happens When You Call the EAP?

A Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call; assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*

Common Reasons to Call Your EAP

Relationships	Transitions	Risks	Challenges
Boss/ Co-worker	Birth/Death	Burnout/Anger	Daily responsibilities
Customers	Health/ Illness	Depression/ Anxiety	Financial/Legal
Friends	Marriage/Divorce	Suicidal thoughts	Parenting
Spouse/Kids	Promotion/ Retirement	Substance abuse	Stress/ Conflict

PROGRAM FEATURES:



Program Cost

This is a **FREE*** benefit provided and paid for by your employer at no cost to you.



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.

Information about your problem cannot be released without your written permission.



Available 24/7

Services are available 24-hours a day, 7-days a week via a toll-free number.

Help is just a phone call away.

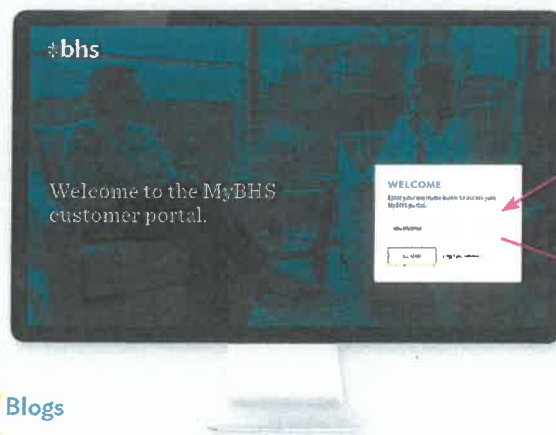
800-327-2251

MyBHS Portal

The mobile-friendly MyBHS customer portal provides access to a variety of trusted online well-being resources.

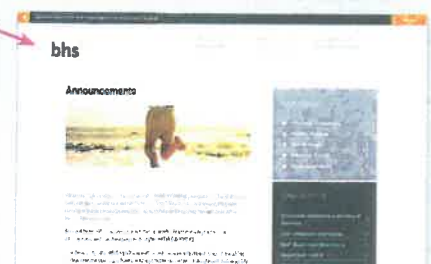
Features:

- ✓ Announcements
- ✓ Program Information
- ✓ News & Tips
- ✓ Access to Live Chat
- ✓ BHS Focus Newsletter
- ✓ Café Series Webinars
- ✓ Blogs
- ✓ Resource Library
- ✓ Training Center



To access MyBHS Portal:

1. Go to **portal.BHSONline.com**
2. Enter MyBHS username:
City of Thomasville
3. Click **LOGIN**



* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.