

# A Benefit That Will Save You Money!

**Sign up for**  
First Choice Health EAP BenefitHub Discount Marketplace

You now have exclusive access to amazing discounts and Cash Back offers on thousands of the brands you love.

**Save Big. Every Day.**

Take advantage of savings in a variety of categories, including:



- Travel
- Entertainment
- Auto
- Restaurants
- Electronics
- Health & Wellness
- Apparel
- Beauty & Spa
- Education
- Sports & Outdoors

**Keep More Of What You Earn.**

The average employee can save \$4,900\* a year.

*Maybe you can beat that.*



**It's easy to sign up and save.**

**Log in at:** [firstchoiceeap.benefithub.com](http://firstchoiceeap.benefithub.com)

 **First Choice Health.**

**Need to Register?**

1. Go to: [firstchoiceeap.benefithub.com](http://firstchoiceeap.benefithub.com)
2. Enter & Confirm your Email Address at "Create Account"
3. Complete Registration

**Questions?**

Call us: 1-866-664-4621  
Or email us: [customercare@benefithub.com](mailto:customercare@benefithub.com)

# In The Moment (ITM) Support

Taking care of yourself can be challenging. Your Employee Assistance Program (EAP) provides you with access to licensed clinicians who are available to listen and talk with you about any issue you may be facing. 10 minutes, 15 minutes, whatever time you have, call the EAP for brief in-the-moment support.



## When you call the EAP:

1. You will be connected to a Client Relations Specialist (CSR)
2. The CSR will help you arrange ongoing support and can connect you with a Licensed Clinician for in-the-moment (ITM) support, if requested
3. If you elect ITM support, you will be immediately transferred to a Licensed Clinician



### PROGRAM COST

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



### CONFIDENTIALITY

The EAP is confidential. We follow all federal and state privacy laws.



### AVAILABLE 24/7

Services are available 24 hours a day, 7 days a week.

**Connect with us today. Call 800-777-4114 or visit [www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com).**

# In-network virtual EAP support for counseling and therapy



Talkspace offers private and convenient mental health support on your schedule. Engage in counseling and therapy from the convenience of your device (iOS, Android, web).

All care is delivered virtually by a behavioral health clinician or medical professional. Talkspace's network includes thousands of licensed, insured, and verified therapists who can treat a variety of needs.

## The Talkspace difference

### Our network stands out

Our diverse network includes full-time licensed providers in every state and represents over 184 areas of specialty.



## Ready to get started?

- On a web browser, register at [talkspace.com/firstchoicehealtheap](https://talkspace.com/firstchoicehealtheap)
- Reach out to First Choice Health EAP for your company code
- Complete our QuickMatch™ provider finder tool to be matched with a dedicated clinician based on your preferences
- Schedule a live session or send a message right away

## Our unique member experience

### Personalized matching

Our QuickMatch™ experience uses a brief questionnaire and algorithm to match you with the best available provider based on your location and needs.

### Convenient access

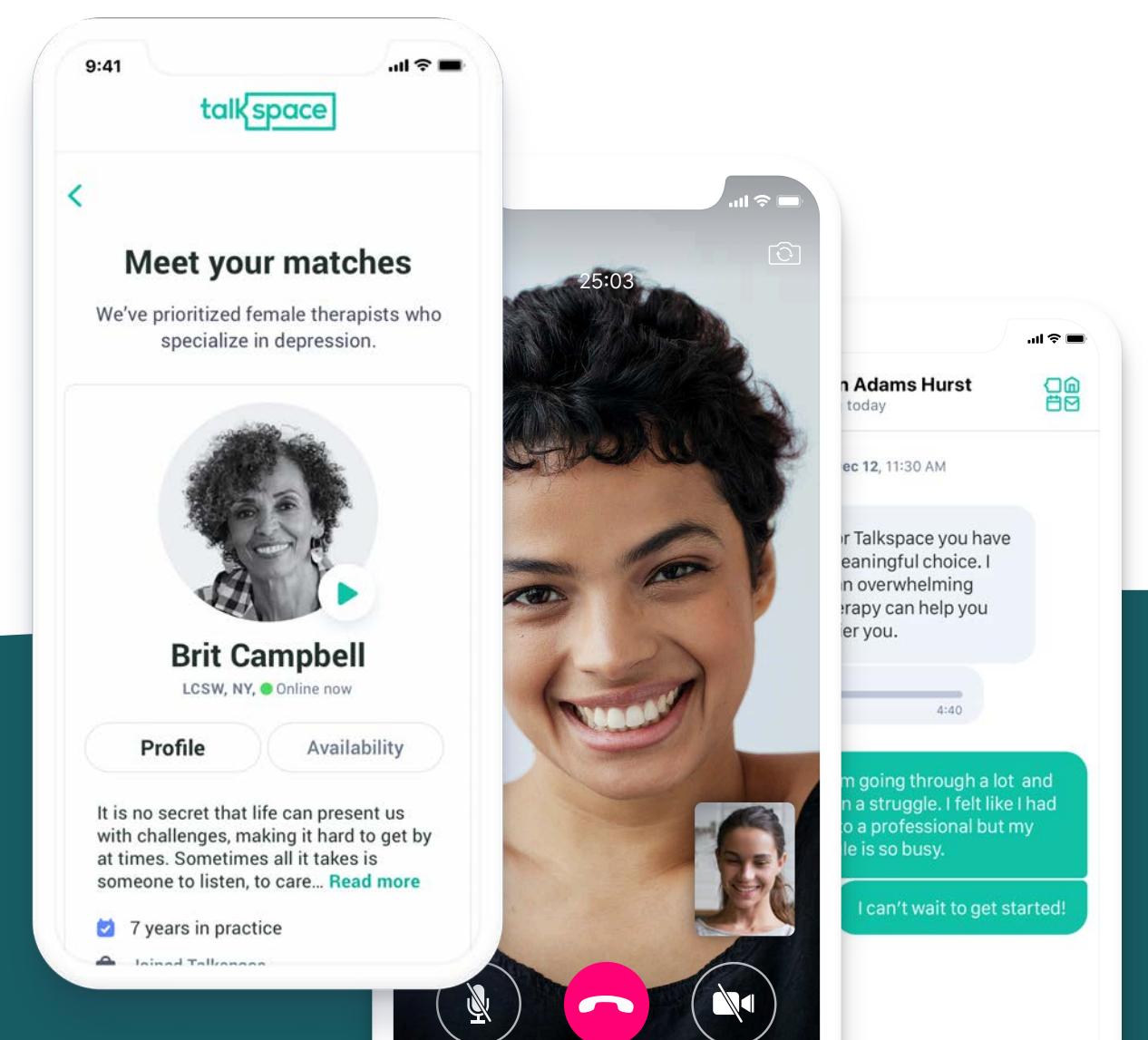
Get matched with a licensed provider and begin communicating. Providers typically respond once per day during their set business hours.

### Ease of communication

Send private messages or book live sessions at a time that works for you. Message and live session modalities can be text, voice, or video.

### Self-guided exercises

Meditation, journaling, and in-app exercises are available for individuals, couples, and families to use anytime, anywhere.



# How to use the Talkspace Online Platform

## EAP WELLNESS & SUPPORT

### HOW DOES IT WORK?

1. You can self-refer through our direct Talkspace link: [www.talkspace.com/FirstChoiceHealthEAP](http://www.talkspace.com/FirstChoiceHealthEAP).
2. You may also call First Choice Health EAP at (800) 777-4114 or request a referral online at [www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com). We will provide a registration link to the Talkspace service. After a short matching questionnaire, you will be assigned an appropriate provider within 48 hours. You can connect with that counselor via text, chat, telephone or video.
3. Complete a brief matching questionnaire.
4. Match with a counselor and get started right from your smart phone, tablet, or computer (it generally takes 48 hours to receive a match).



### PLEASE NOTE:

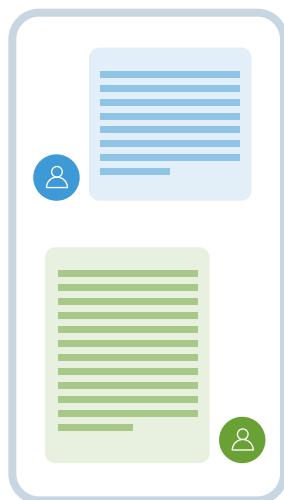
Talkspace is not appropriate for clients in crisis. If you need immediate support, call 1-800-777-4114.

### HOW WILL WE COMMUNICATE?

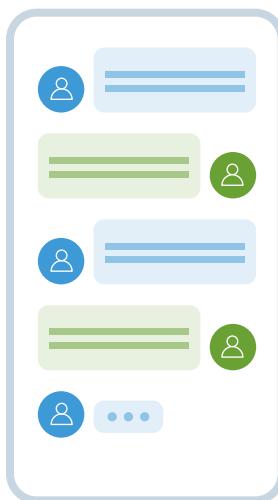
- You can use your telehealth sessions in four ways, using different methods at different times to communicate with your therapist, based on your needs, availability, and convenience.
- Missed appointments or late cancellations will count as service usage.

### FOUR COMMUNICATION METHODS AVAILABLE

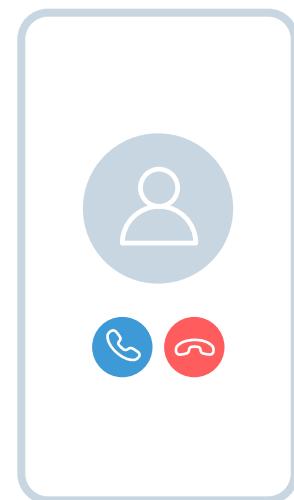
To schedule a live session at a time that's convenient for you, just view your counselor's calendar and choose an available time. The drop down menu allows you to specify live chat, phone, or video communication.



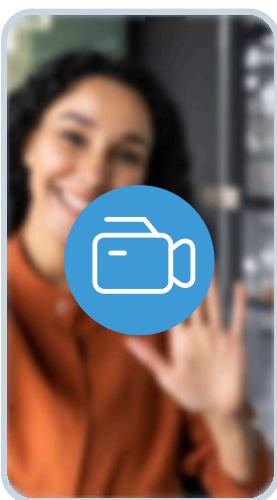
Messaging  
(Unscheduled)



Live chat  
(Scheduled)



Live phone  
(Scheduled)



Live video  
(Scheduled)

Ready to start? Call 800-777-4114 or visit [www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com).

# Talkspace Online Platform FAQs

## EAP WELLNESS & SUPPORT

Note – Talkspace is not appropriate for clients in crisis. If you need immediate support, call **1-800-777-4114**.

### **1. What is Talkspace?**

Talkspace offers private and convenient mental health support on your schedule. Engage in counseling and therapy, from the convenience of your device. All care is delivered virtually by a behavioral health clinician or medical professional. Talkspace's network includes thousands of licensed, insured, and verified therapists who can treat a variety of needs. For a full description, visit the Talkspace Help page.

### **2. How do I access Talkspace?**

You can self-refer through our direct link: [www.talkspace.com/FirstChoiceHealthEAP](http://www.talkspace.com/FirstChoiceHealthEAP). You may also call the EAP at **(800) 777-4114** or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com). We will provide a registration link to the Talkspace service. After a short matching questionnaire, you will be assigned an appropriate provider within 48 hours. You can connect with that counselor via text, chat, telephone or video.

### **3. Who is eligible?**

Online support, or virtual therapy, isn't appropriate for everyone. Most clients are eligible but these services are not appropriate for individuals in crisis or experiencing thoughts of harm. Additionally, children 12 years old and younger are not eligible. While psychiatry and medical management services are available through the Talkspace platform, those services are not covered by the EAP.

### **4. How long before I'm matched with a provider?**

It generally takes around 48 hours to be matched with a counselor.

### **5. How do I communicate with the provider?**

You can access your counselor using different methods at different times depending on your needs through:

#### **Scheduled live sessions:**

- Audio
- Video
- Chat

#### **Asynchronously (not in real-time) through:**

- Text
- Video
- Voice messages

Face-to-face services are not available with your Talkspace counselor.

### **6. Is this confidential?**

Yes, this is a confidential benefit provided through a secure platform.

### **7. What if virtual therapy isn't right for me?**

Contact First Choice Health after your first week if you decide that the Talkspace service isn't right for you, and we will match you to a provider for traditional face-to-face care.

### **8. Are there any caveats to the service that is provided?**

Please note that your Talkspace counselor won't be able to make any official diagnosis, fulfill any court order, or prescribe medication through the EAP. If at any time your Talkspace counselor feels that you are in crisis, you will be referred to the appropriate resources.

### **9. Can I continue to use the service after my free sessions are used?**

Like all EAP benefits, you are eligible for free services for NEW issues that have not been discussed previously. You must contact First Choice Health EAP in advance for subsequent authorizations. You can continue to use Talkspace independent of FCH EAP for the same issue – see details below. It generally takes around 48 hours to be matched with a counselor.

### **10. How much does it cost?**

After your initial free sessions, you can continue to use Talkspace through your health insurance (some exceptions may apply), or with a membership/subscription plan (monthly payments) which can be canceled at any time. If using your health plan, deductibles will apply.

### **11. Can I be reimbursed by my insurance?**

Talkspace providers are in network with most commercial insurances, but they are not in network with Apple Care, Kaiser, Medicare, Medicaid, and Tricare plans (other exceptions may apply). If members with these plans are concerned, FCH EAP will match them with a provider that is in network.

**Ready to start? Call **(800) 777-4114** or request a referral online at [www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com).**

# When life gets hard, we can help.

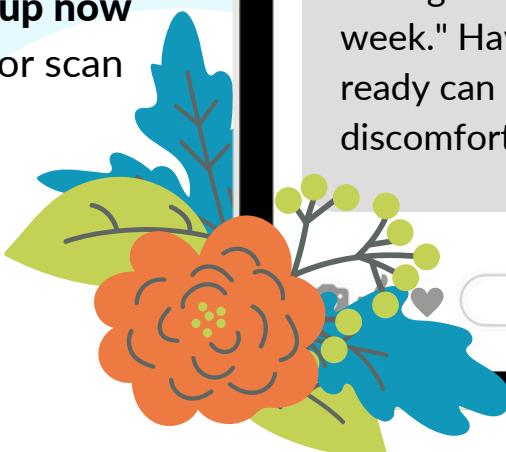
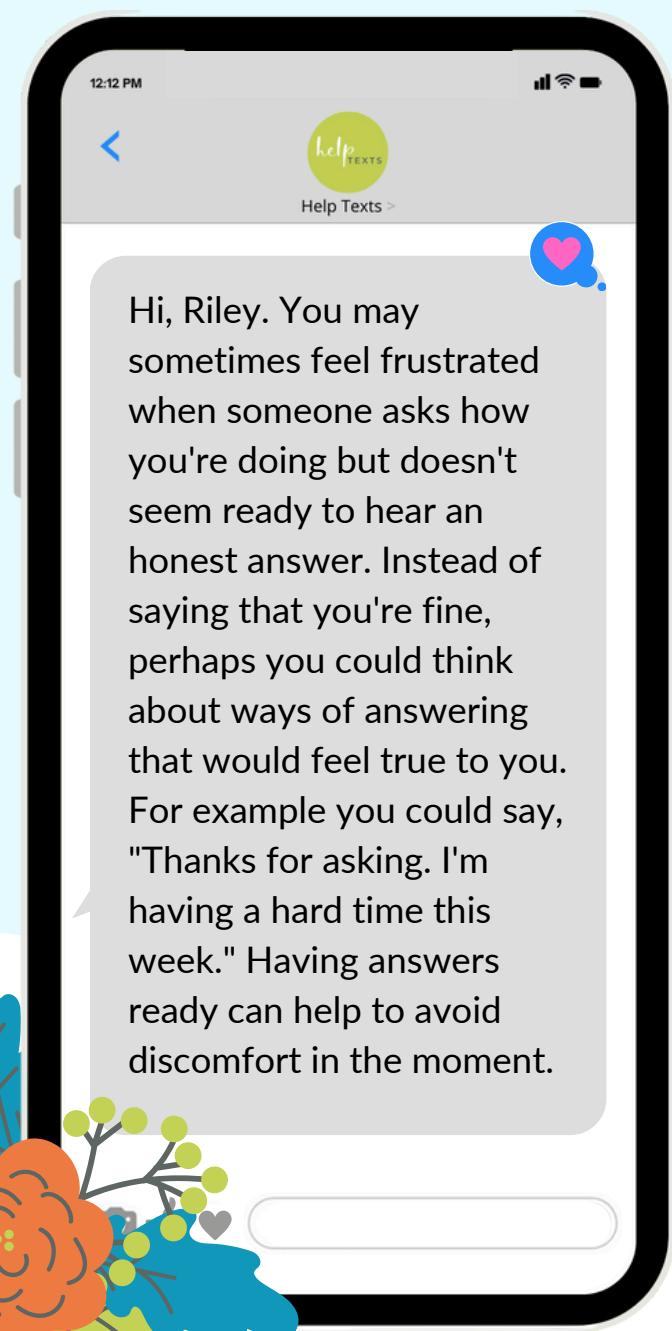
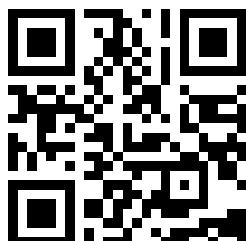
First Choice Health EAP now offers a full year of expert grief and mental health support via text message.

Employees or eligible family members can sign up to receive support when:

- Grieving the death of a loved one
- Grieving a pregnancy loss
- Grieving the death of a pet
- Caring for someone with a terminal diagnosis
- Looking for support for health and well-being
- A healthcare worker facing burnout and fatigue

This free, confidential service is provided by First Choice Health EAP. **Sign up now** at <https://helptexts.com/FCHN> or scan the QR code below.

To learn more, please visit  
<https://helptexts.com/faq/>



# Help Texts FAQ

## EAP WELLNESS & SUPPORT

### 1. Where is Help Texts available?

We deliver text messages to people all around the world and currently have subscribers in 26 countries. As long as you have a mobile phone that can receive SMS messages, you can sign up for Help Texts. There's nothing to download. Getting support from Help Texts is literally as easy as getting a text!

### 2. Can Help Texts send text messages in different languages?

Yes! Help Texts currently sends messages in 20 languages: English (US), English (UK), Chinese (Simplified), French, German, Hebrew, Hindi, Hmong, Italian, Japanese, Korean, Persian, Polish, Punjabi, Russian, Spanish, Tagalog, Ukrainian, Urdu, Vietnamese, Yiddish, with more languages coming soon.

### 3. Will my data be secure?

Absolutely. Your personal data will not be sold or shared with anyone, and is very secure.

### 4. What kinds of text messages will you be sending me?

Absolutely. Your personal data will not be sold or shared with anyone, and is very secure.

### 5. Do I have to answer every question on the signup form?

No. If you'd prefer not to answer every question on the sign up form, you'll still receive supportive texts with expert wisdom and resources. Know that the fewer answers you provide, the more general your messages will be. The more answers you provide, the more specific your messages will be.

### 6. Can I stop my subscription if I don't want to receive the messages anymore?

Yes. You can text STOP at any time if you'd like to stop receiving Help Texts messages. Text START when you're ready to resume messages.

### 7. Is this a way for me to get grief counseling or therapy?

No, Help Texts is not a substitute for counseling or therapy. While we do send texts inspired by and derived from therapeutic techniques, Help Texts cannot replicate the experience of live, personalized support you receive from a therapist. If you have the option to do so, we encourage you to work one-on one with a therapist, while also receiving our Help Texts messages.

### 8. How long does a Help Texts subscription last?

Help Texts subscriptions last for twelve months. Renewals are available for just \$79.00 for subscribers who reach the end of their subscriptions and wish to continue receiving texts for another year. Your second year of texts will contain new content, tips & resources to support you over time.

### 9. Is there a limit to how long ago the death occurred?

There is no statute of limitations. We recently started working with Hope Edelman who specializes in long ago losses and the long arc of grief to really focus on adding more content specific to loss longer than 5 years.

### 10. Is it true that you'll send texts to my friends and family, as part of my single subscription?

Yes, that's right. Research shows that receiving support from others helps people feel less alone during life's challenges, so each Help Texts subscription includes the option to add two supporters to also receive Help Texts messages. We'll send you expert tips and resources for coping with your unique situation and gently educate your supporters on how to be there for you.

### 11. Who should I add as my supporters?

You can invite anyone you like to be your supporter, but we usually recommend friends or family members who have shown or said they would like to be there for you. Supporter messages focus on supporting you, so it's best if they have expressed an interest in helping you cope with your unique situation. For example for grief, this might be someone who is close to you but is not grieving the deceased person as deeply.

help TEXTS



Ready to start?  
Sign up now at  
[helptexts.com/fchn](http://helptexts.com/fchn) or  
scan the QR code.