

Welcome to FCH EAP EMPLOYEE ASSISTANCE PROGRAM



We're here to coach and guide you through the challenges in your life.
Call your EAP—we can help!

Your company's complimentary EAP program is available 24/7 and covers employees, spouses, domestic partners, and children up to age 26. The EAP is here to help when you're facing issues that interfere with your health, well-being, and productivity at home or at work.

The EAP offers up to **3 sessions face-to-face or telehealth** (no co-pay, deductible, or premium) with a qualified clinical expert who can assess your concerns and develop a plan of action. 30-minute legal and financial expert consultations and 60-minute ID theft resolutions are available at no cost. EAP consultants can also provide you with childcare and eldercare information and resources for anywhere in the country. Additionally, the Home Ownership program is a valuable tool to gain a competitive edge as a buyer, and can save you thousands when buying or selling a home.



Our services include support for:

- Anxiety and depression
- Couples/relationship/parenting
- Crisis support
- Alcohol/drug problems
- Grief and loss
- Work conflict
- Compulsive behaviors
- Domestic violence issues
- Legal and financial
- Childcare and eldercare
- Home ownership
- ID theft
- BenefitHub
- Healthy living tips

Online tools & resources

Login at:
www.FirstChoiceEAP.com
Username: opcmia

Mobile-friendly searchable database of resources, healthy tips and recipes, parenting advice, legal forms, and more.

Call us at 800-777-4114 or visit FirstChoiceEAP.com to request an appointment.

Guide to Your EAP Program

EAP WELLNESS & SUPPORT

1. Who is covered by the EAP?

You, your spouse/domestic partner and your children up to age 26 are covered by our EAP services. Your EAP services are at no cost and are strictly confidential.

2. How do my family members or I request EAP services?

You can request services in two ways. Call us at [800-777-4114](tel:800-777-4114) or go to the EAP website at www.FirstChoiceEAP.com. There is a link to "Request a Referral." Complete the questions and it will be forwarded to EAP staff member who will process your request. Please let the EAP know if you have any special preferences in the type of provider you would like to see. For your covered family members to access EAP services, they only need to tell us the name of the organization where their family member is employed and we will serve them. They do not have to tell us the name of the employee and we do not ask. Their EAP services are also strictly confidential.

California residents only:

Eligible members who are California residents must request services through our current pathways ([800-777-4114](tel:800-777-4114) or www.FirstChoiceEAP.com).

They will then be referred to our partner, The Holman Group for coordination of counseling services. Talkspace is currently not available to California residents, however, telehealth services are available upon request through The Holman Group.

3. What services are available from the EAP?

In addition to counseling services, the EAP provides legal and financial consultations, ID theft and fraud support, childcare and eldercare consultations, and home ownership assistance. Details of these programs can be found in your EAP brochure and plan summary.

4. How do we get connected to a EAP provider?

After you reach out with your preferences, our customer service team will work hard to match you with the provider that best meets your needs. Once matched, the provider will contact you directly to schedule your appointment.

If for any reason you are dissatisfied with your EAP provider, please let us know after your first session and we will re-refer you to a different EAP provider. This will not count against your sessions.

5. Do I have to see the EAP provider face-to-face?

You have the option to see your EAP provider face-to-face or virtually. There is no charge for sessions that are covered per your company's EAP contract (typically 3-6 sessions per issue, per year). Missed appointments or late cancellations will count as service usage.

6. What if I want to talk with someone immediately?

Immediate in-the-moment telephonic support with a counselor is available 24/7. All you need to do is request to talk with a counselor when you call. Accessing this telephonic support does not apply toward your free EAP sessions and is also 100% confidential.

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

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
- Auto
- Electronics
- Apparel
- Education
- Entertainment
- Restaurants
- Health & Wellness
- Beauty & Spa
- 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: firstchoicееap.benefithub.com

 **First Choice Health**

Need to Register?

1. Go to: firstchoicееap.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

*Based on a normal household annual expenditure of \$26,680 on health, finance, and consumer purchases.

When life gets hard, we can help.

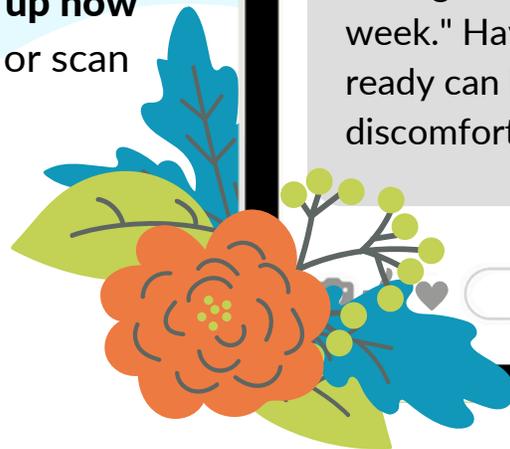
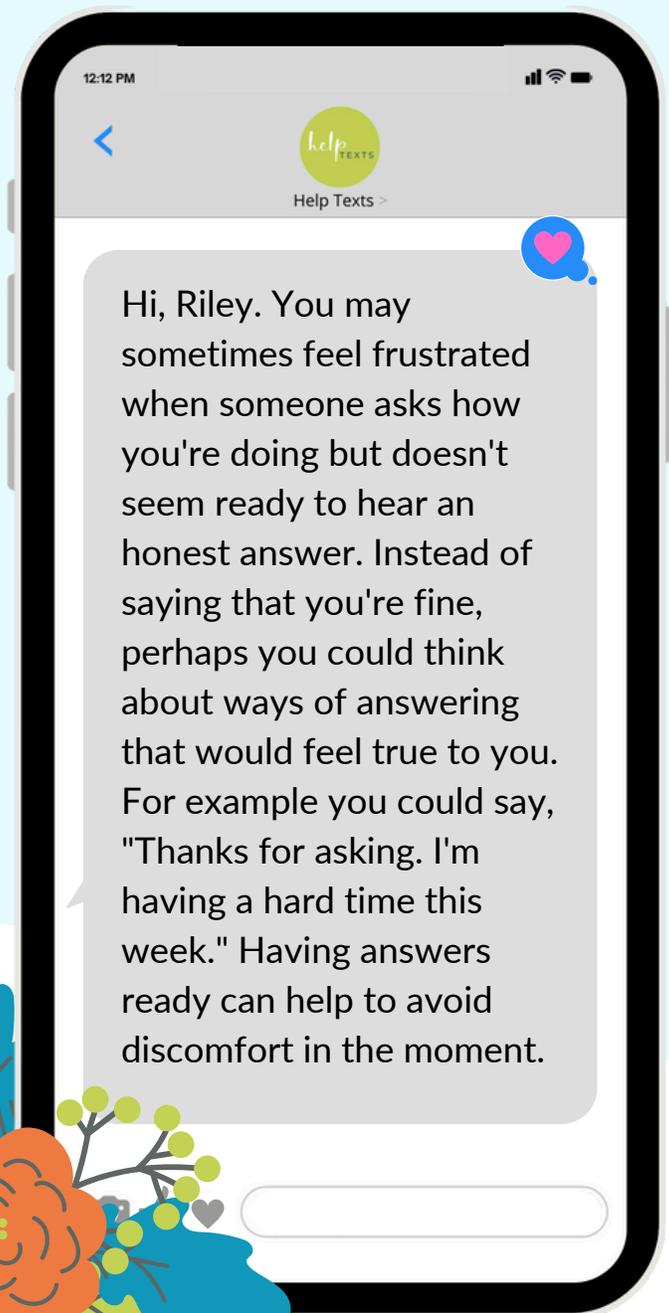
First Choice Health EAP now offers a full year of expert grief and mental health support via text message.

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 or
scan the QR code.