

# Member Benefits Summary – Northern Rivers Family Services

Below are the allowable quantities of services available to you and to each of your immediate family members

Service Item	Per Member	Description of Services / Definitions
<b>FREE MEMBER SERVICES</b>		
<b>EAP Counseling</b>	6	Confidential, solution focused, in person, telephonic or video-based services with a professional EAP counselor
<b>Dietary Therapy</b>	1	<ul style="list-style-type: none"> <li>One on one consultation with a Registered Dietitian</li> <li>The ability to message a Registered Dietitian 24/7 and track your food, exercise and metrics via app</li> </ul>
<b>Legal Referrals</b>	1	<ul style="list-style-type: none"> <li>Free ½ hour phone-based counseling session with an attorney</li> <li>Free Document Review (max of 6 pages)</li> <li>Free Simple Will (per NYS definitions)</li> <li>25% discount on hourly rates</li> </ul>
<b>Financial Referrals</b>	1	<ul style="list-style-type: none"> <li>30 minute telephone-based consultation with a financial advisor</li> <li>15% discount on rate</li> </ul>
<b>Life Coaching</b>	1	Scheduled telephonic session with a professionally trained Life Coach
<b>Group Smoking Cessation</b>	1	Participation in SPHP 7-week “The Butt Stops Here” group smoking cessation program
<b>Phone-based Supportive &amp; Crisis Counseling</b>	Unlimited	24/7 telephonic access to an on-call counselor (Calls that exceed 30 minutes may be deducted from EAP Counseling sessions)
<b>Life-Balance Plus</b>	Unlimited	<ul style="list-style-type: none"> <li>Support and locator assistance for aging parents/eldercare case management, children with special needs, and individuals with disabilities</li> <li>Inpatient referral services for addictions, mental health treatment services and medication management</li> </ul>
<b>Employee Resource Navigation (ERN)</b>	Unlimited	Phone-based guidance locating and managing childcare, child support, food assistance, DSS and Medicaid, bank levees, domestic violence, utility disconnections, housing, transportation, immigration and more
<b>Online Resources</b>	Unlimited	<ul style="list-style-type: none"> <li>Access to exclusive mental health articles and archives</li> <li>Non-crisis email and web-based support</li> <li>On-demand EAP orientation videos</li> </ul>
<b>Online Mental Health Screenings</b>	Unlimited	24/7 access to online mental health screenings for depression, anxiety, etc.
<b>Monthly “MENTOR” Newsletter</b>	12	The Mentor provides articles written by Capital EAP counselors about mental health, nutrition, fitness, and much more.
<b>Open Workshops</b>	Unlimited	Participation in all Capital EAP Behavioral Workshop classes
<b>DISCOUNTED SERVICES</b>		
Partner services subject to change and/or cancellation without notice		
<b>Excelsior College</b>	<input checked="" type="checkbox"/>	Discounts on tuition and fees for both undergraduate and graduate programs. Go to <a href="http://capitaleap.org/partners">capitaleap.org/partners</a> for details
<b>GlobalFit</b>	<input checked="" type="checkbox"/>	Get the lowest rates on participating gyms and health centers and receive discounts on exercise equipment and diet programs.
<b>Kelly’s Choice</b>	<input checked="" type="checkbox"/>	At a discounted rate of \$5 a month, you will receive a five star app-based nutrition program which includes monthly educational videos, handouts, newsletters and recipes
<b>Liberty Mutual</b>	<input checked="" type="checkbox"/>	Exclusive discounts through Liberty Mutual insurance



For assistance or more information about your benefits, go online at [www.capitaleap.org](http://www.capitaleap.org), or call (518) 465-3813 and select Option 2. You must contact Capital EAP for partner discounts.



### **Whole Family Coverage**

At Capital EAP, all of the members of your immediate family are covered including your spouse or domestic partner, any children up to the age of 26 and any legal dependents including parents and grandchildren living in your home.



### **Confidential**

Capital EAP is a clinical organization separate from your employer. Your privacy and the use of our services are protected under Federal HIPPA laws. Your employer will never know when you use Capital EAP.



### **Telephone Access**

Telephone support is available for every service we offer – from counselors to nutritionists, financial consultants, wellness coaches and even personal trainers.



### **Easy Access to Counselors**

You can access counseling how and when you need it. In person, phone-based, and through the web.



### **Interactive Online Services**

Capital EAP provides you with online request forms and anonymous, interactive online health screenings that are answered by live, professional counselors.



### **Health and Wellness**

Your Capital EAP benefit includes access to smoking cessation programs, nutritionists, personal trainers and even discounts to local gyms and fitness equipment to help you maintain a healthy balance of mind and body.



### **Work-Life Balance**

What affects you outside of work, affects you at work. From financial and legal guidance, to assistance with community resources, aging parents, referral for treatment centers and medical specialists, Capital EAP a first stop for improving situations that distract and negatively impact your success in the workplace.



### **Crisis Services**

Capital EAP maintains its own telephone-based crisis call team with professional counselors trained in crisis intervention and de-escalation.



### **Education & Training**

Capital EAP provides comprehensive professional and personal skills training, educational classes and curriculums to address corporate compliance, supervisory skills development, individual improvement, and wellness and mental health education. Joining our open workshops is free to you and your family members. See the schedule and join online!

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## **REGISTER ONLINE**

To get the most from your Capital EAP benefits and to access all online services, be sure to register online at [capitaleap.org](http://capitaleap.org).  
When prompted, use Website Access Code **105289** to set up your account.