



EAP and Work-Life Services

Integrated Telehealth



Program Access

- All Covered Employees and Family Members Eligible, Regardless of Location or Relationship
- 24/7, 365 Days-a-year Dedicated Toll-Free Line, Always Live Answer
- Website, Mobile App, IM, Text, Chat, Email and Video Chat Access to Services



Assessment and Referral Services

- **Unlimited** Telephonic Assessment and Referral
- Face-to-Face Diagnostic and Short-Term Problem Resolution Sessions (See Program Options)
- Global Network of 52,000+ Licensed Providers
- 24/7 Access to Clinicians for Urgent Matters

Legal and Financial Services

- **Unlimited** Phone Consultation for Any Financial Issue
- **Unlimited** In-Office or Phone Consultation for Any Legal Issue, 25% Discount for Services Beyond Initial Consultation
- Online Legal and Financial Resource Center Including Document Preparation

Work-Life Benefits and Resources

- **Unlimited** Phone Assessment and Referral for Any Work-Life Need
- **Unlimited** Child, Elder, and Pet Care Referrals and Resources
- **Unlimited** Education, Personal Services, and Health and Wellness Referrals and Resources
- **Unlimited** Veteran Resources and Support Including Veteran Resource Website
- Online Resources and Tools for 100+ Work-Life Topics

Program Implementation and Support Services

- **Unlimited** Virtual Orientations
- **Unlimited** Management Consultations
- Dedicated Account Management Team
- Formal Management Referrals
- Quarterly and Annual Utilization Reports

Promotional Materials

- Print and Electronic Promotional Materials
- Multilingual Materials Available
- Ongoing Mobile, Digital and Social Media Communications: Videos, Social@ACI Platforms, myACI App

Critical Incident Response and Support

- **Unlimited** Crisis Consultation
- Onsite Critical Incident Stress Debriefings (CISD)
- Crisis Prevention and Threat Assessment Services
- DOT Compliance Resources

Training and Webinars

- **Unlimited** Employee and Management Virtual Training and Webinars
- **Unlimited** On-Demand Training Materials
- Onsite Training Available at Discounted Fee

Web Services

- Single Sign-On (SSO) Interactive Employee Website
- Telehealth Platform
- Work-Life and Wellness Interactive Online Resource
- Veteran Resource Website
- Mobile Apps and Social@ACI Platforms



Additional Questions?
Contact ACI Specialty Benefits toll-free at
855-RSL-HELP
(855-775-4357)
rsl@acieap.com

Program Options

Program Enhancements in **Green**

	Standard: Telephonic	Enhanced: 3 Face-to-Face	Premium: 5 Face-to-Face
Program Access and Eligibility			
Eligibility	Covered Employees, Family Members, Domestic Partners, Life Partners, Fiancées All Family Members Eligible, Regardless of Location or Relationship		
Dedicated Toll-Free Line	24 Hours-a-Day, 7 Days-a-Week, 365 Days-a-Year Phone Access Always Live Answer TDD Services for the Hearing Impaired Support Available in 180 Languages		
Online and Mobile Access	Request and Access Services via Website, Mobile App, IM, Text, Chat, Email, and Video Chat		
Assessment and Referral Services			
Provider Network	Nationwide Network of 40,000+ Providers International EAP Services Current State Certification/Licensure and 5 Years of EAP Experience Required		
EAP Sessions ¹	Telephonic Diagnostic Assessment + Unlimited Telephonic Short-Term Problem Resolution Sessions	Face-to-Face Diagnostic Assessment + 2 Face-to-Face or Unlimited Telephonic Short-Term Problem Resolution Sessions	Face-to-Face Diagnostic Assessment + 4 Face-to-Face or Unlimited Telephonic Short-Term Problem Resolution Sessions

¹ Limited to 3 sessions per 6 months for CA employees

	Standard: Telephonic	Enhanced: 3 Face-to-Face	Premium: 5 Face-to-Face
Clinical Referral Services	Unlimited Telephonic Assessment and Referral Coordinated with Existing Health Benefit Plan Community-Based Resource Referrals Support Groups		
Clinical Emergency Services	24/7 Access to Clinicians for Urgent Matters		
Work-Life Benefits and Resources			
Financial Services	Initial Assessment Initial Phone Consultation for Unlimited Number of Issues at No Cost 30-Day Financial Coaching and 90-Day Financial Wellness Action Plan Unlimited Referrals to CPAs, CFPs, and Credit Counselors and Resources Including Credit Counseling, Debt Management, Retirement, Lease/Purchase Issues, College Funding, Financial Planning and Tax Preparation Online Resources and Forms Available		
Legal Services	Initial Assessment Initial 60-Minute In-Office or Phone Consultation for Unlimited Number of Issues at No Cost 25% Discount for Services Beyond Initial Consultation Unlimited Referrals and Resources Including Document Preparation, Civil/Consumer/Criminal Issues, Domestic/Family Disputes, Real Estate, Landlord/Tenant, Motor Vehicle, Immigration and Estate Planning Online Resources and Forms Available		
Work-Life Referral Services	Unlimited Telephonic Assessment and Referral for Any Work-Life Need		
Child Care	Unlimited Referrals and Resources Including Day Care, Babysitting, Emergency Care and Adoption Assistance		
Elder Care	Unlimited Elder Care Referrals and Resources Including Home Health, Day Care, Respite Care and Companionship Programs		
Pet Care	Unlimited Pet Care Referrals and Resources Including Pet-Sitting, Veterinary Clinics, Training and Pet-Proofing		

	Standard: Telephonic	Enhanced: 3 Face-to-Face	Premium: 5 Face-to-Face
Education	Unlimited Educational Referrals and Resources Including Career Coaching, Finding Schools/Programs and Financial Aid		
Personal Services	Unlimited Personal Services Referrals and Resources Including Home Services, Moving, Car Repair, Travel and Entertainment		
Health and Wellness	Unlimited Health and Wellness Referrals and Resources Including Emotional Support, Stress Management, Lifecycle Events, Nutrition and Fitness		
Online Resources	Single Sign-On (SSO) Interactive Employee Website Legal and Financial Resource Center Including Interactive Document Preparation Resources and Tools for 100+ Work-Life Topics Including Child Care, Elder Care, Pet Care, Education, Personal Services, Health and Wellness, Disaster Preparedness		
Program Implementation and Support Services			
Account Management	Dedicated Account Management Team		
Orientations	Unlimited Virtual Orientations Onsite Orientation Available at Discounted Fee		
Management Consultations	Unlimited Telephonic for Any Workplace Challenge Including Corporate Reorganization, Return-to-Work, Workplace Violence Prevention		
Formal Management Referrals	Telephonic Included	Telephonic and Face-to-Face Included	Telephonic and Face-to-Face Included
Utilization Reports	Quarterly Aggregate Utilization Reports	Quarterly Aggregate Utilization Reports Annual Statistical Utilization Reports	Quarterly Aggregate Utilization Reports Annual Statistical Utilization Reports
Quality Assurance	Courtesy Follow-Up and Satisfaction Survey Delivered 48 Hours After All Initial Contacts		
Translation Services	Multilingual Interpretation Services Available		

	Standard: Telephonic	Enhanced: 3 Face-to-Face	Premium: 5 Face-to-Face
Promotional Materials	Electronic Materials Flyers, Brochures, Payroll Stuffers, Posters, Etc. Ongoing Communications Multilingual and Spanish Materials Available Sample Policy and Procedures	Electronic Materials Flyers, Brochures, Payroll Stuffers, Posters, Etc. Ongoing Communications Multilingual and Spanish Materials Available Sample Policy and Procedures	Electronic Materials Flyers, Brochures, Payroll Stuffers, Posters, Etc. Ongoing Communications Multilingual and Spanish Materials Available Sample Policy and Procedures
Digital, Mobile and Social Media Marketing	Orientation and Work-Life Videos on YouTube myACI App Social@ACI Platforms Monthly E-Newsletters Available	Orientation and Work-Life Videos on YouTube myACI App Social@ACI Platforms Monthly E-Newsletters	Orientation and Work-Life Videos on YouTube myACI App Social@ACI Platforms Monthly E-Newsletters
Critical Incident Response and Support			
Critical Incident Response Services	Unlimited Telephonic Consultation Immediate Social Media Outreach		
Onsite Critical Incident Stress Debriefings (CISD)	Available at Discounted Fee Travel Fees Included	Available at Discounted Fee Travel Fees Included	1 Per Year Included Additional Available at Discounted Fee Travel Fees Included
DOT Compliance Resources	Available at Discounted Fee	Available at Discounted Fee	Substance Abuse Trainings, Programs and Resources

	Standard: Telephonic	Enhanced: 3 Face-to-Face	Premium: 5 Face-to-Face
Training and Webinars			
Trainings	Unlimited Virtual Training and Webinars Included Onsite Available at Discounted Fee		
Management Training	Unlimited Virtual Onsite Available at Discounted Fee Quarterly Management Training Series Webinars Included		
Training Topics	40+ Training Topics on Managing People, Managing Stress, and Managing Life		
On-Demand Training	Unlimited Just-Do-It Training Materials Included Popular Trainings Available on ACI's YouTube Channel		
Web Services			
Program Access	Dedicated Employee Landing Page Single Sign-On (SSO) Available through WellVia Platform		
Website Resources	Interactive Website (myACIonline) Work-Life and Wellness Interactive Online Resource		
Mobile Apps and Social Media	myACI App Available Social@ACI Platforms: Facebook, Twitter, Google+, LinkedIn, YouTube		
Veteran Connection			
Veteran Resources and Support	Veteran Resource Website (Veteran Connection) Clinicians Specialized in PTSD and Military Issues Targeted Outreach Materials Informational Videos on YouTube		

Telehealth Services

Provided by WellVia Solutions



- \$30 per Telehealth Consultation Paid by the Member
- 24/7, 365 Days-a-year Access to Nationwide Network of Board-Certified, State-Licensed Physicians
- Primary Care Physicians, Pediatricians, Internists and Urgent Care Physicians

	Standard: Telephonic	Enhanced: 3 Face-to-Face	Premium: 5 Face-to-Face
Integrated Telehealth			
Core Product Capability	End-to-end healthcare solution allows patients to be taken care of from initial contact through to a definitive resolution. No third-party involvement. Plan administrators enjoy concierge level service, with dedicated account management.		
Health Network Availability	Board certified state licensed physicians are credentialed by eMD utilizing NCQA standards and monitored on a monthly basis. Primary care, pediatricians, and urgent care physicians available 24/7/365 nationwide and in Puerto Rico.		
Technology	Proprietary software allows for both client and member admin portal access. Enrollment implementation process is automated. Real-time comprehensive client reporting allows administrators to pull up accounts at anytime and monitor patient population activity. Patient consultations are audio recorded, stored, and available for retrieval. Secure, embedded email functionality ensures continuity of care. All processes are HIPAA compliant and allow for sharing of medical information with patient approval.		
Call Center and Patient Support	Qualified, medically credentialed consultants staff our vertically integrated in-house patient care center—there is no third party outsourcing. Licensed medical professionals are 100% bilingual. Consultations can be conducted as soon as possible or schedule an appointment. Average wait time for immediate consultations with a physician is 9 minutes after initial contact. Quality of patient and admin experience is surveyed as part of our protocol to ensure a favorable experience is being consistently delivered. PCP Identification and Referral allows for the sharing of patient information among primary care physician and other care givers, subject to patient approval.		

EAP services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company. Where applicable, telehealth services are provided by WellVia Solutions.

Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY. Product availability and features may vary by state.

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