



NATIONAL EAP

Understanding Your Employee Assistance Program

EAP as a Management Tool



WHAT IS AN EAP?

At times we all experience challenges at work or at home that affect our well-being and make it difficult to concentrate on our daily tasks.

Your EAP provides 24/7, confidential support and access to short-term counseling and referral services to help you address these challenges.

POSITIONING EAP AS A TOOL FOR HR & MANAGERS



- 24/7 access to confidential, professional consultation and support.
- Promote EAP services to employees to assist with personal and/or professional challenges.

UNDERSTANDING THE ICEBERG EFFECT

What You See:

- Attendance & Performance Issues
- Absenteeism and Tardiness
- Declining Productivity
- Errors in Judgment
- Inconsistent Behavior

What's Hidden:

- Addiction and Substance Use
- Mental Health Issues
- Family and Marital Stress
- Financial or Legal Problems
- Grief, Loss, Domestic Violence



THREE TYPES OF EAP REFERRALS



Self-Referral

Employee contacts National EAP voluntarily to seek support and services.



Suggested Referral

Manager notices changes in appearance, performance, or well-being and encourages employee to contact National EAP.



Enhanced Management (Formal) Referral

Formal process addressing workplace performance issues: absenteeism, substance abuse, interpersonal conflicts, communication skills, teamwork, and more.

Approval through HR

CRITICAL INCIDENT RESPONSE (CIR) & CRISIS SUPPORT

- When tragedy strikes your organization, you need a swift, resiliency-building response.
- CIR is a structured process to support employees after a traumatic or disruptive event.
- Purpose:
 - Provide emotional support
 - Educate on trauma, grief, and stress responses
 - Facilitate resilience & recovery
- Delivered by trained counselors through NEAP

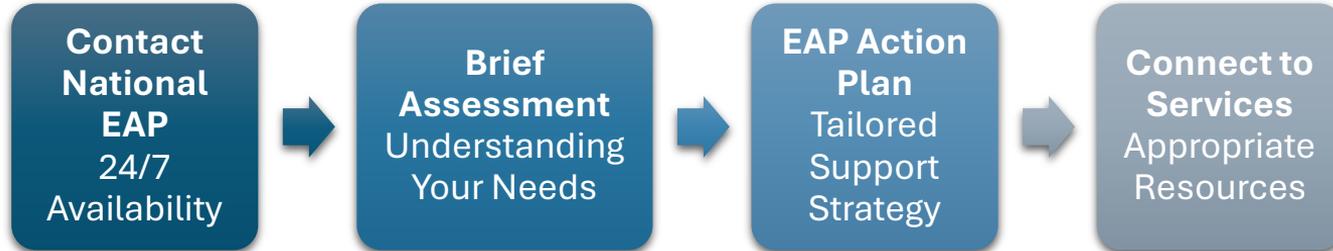
ATHRU

Workplace Training & Coaching

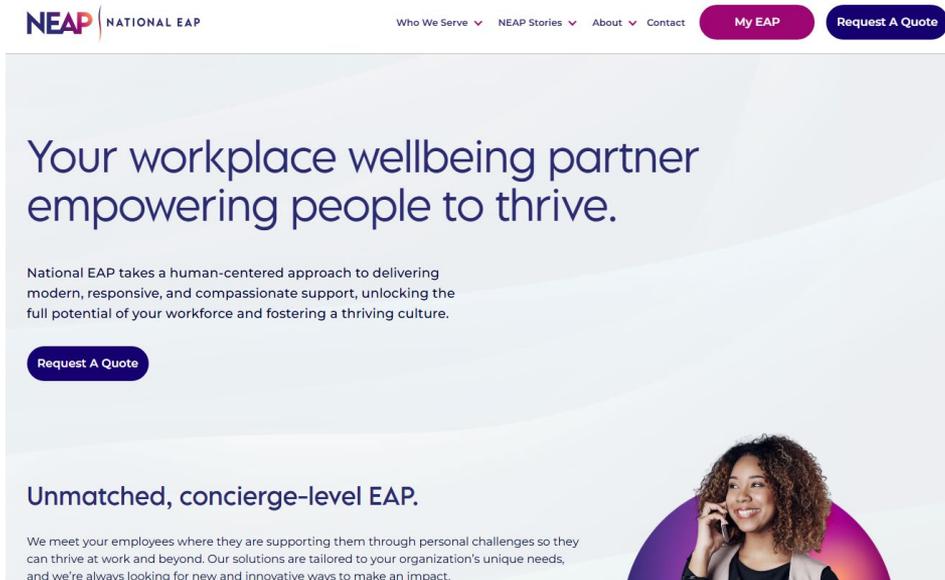
- Customized training programs and coaching sessions to build resilience, enhance leadership skills, and strengthen team dynamics.
- Topics can cover Soft Skill, Policy, Management Development, Wellness, Workplace Culture, Everything DiSC
- Adult Mental Health First Aid Course
- Management Essentials Series
- **Managers must request approval from HR**



WHAT HAPPENS WHEN YOU CONTACT US?



HOW TO ACCESS EAP SERVICES



The screenshot shows the NEAP National EAP website. The header includes the NEAP logo, navigation links for 'Who We Serve', 'NEAP Stories', 'About', and 'Contact', and two buttons: 'My EAP' and 'Request A Quote'. The main content area features the headline 'Your workplace wellbeing partner empowering people to thrive.' followed by a paragraph about their human-centered approach. A 'Request A Quote' button is present. Below this is a section titled 'Unmatched, concierge-level EAP.' with a sub-paragraph and a photo of a woman on a phone call.

NEAP NATIONAL EAP

Who We Serve ▾ NEAP Stories ▾ About ▾ Contact

My EAP Request A Quote

Your workplace wellbeing partner
empowering people to thrive.

National EAP takes a human-centered approach to delivering modern, responsive, and compassionate support, unlocking the full potential of your workforce and fostering a thriving culture.

Request A Quote

Unmatched, concierge-level EAP.

We meet your employees where they are supporting them through personal challenges so they can thrive at work and beyond. Our solutions are tailored to your organization's unique needs, and we're always looking for new and innovative ways to make an impact.

Visit www.nationaleap.com and click "[MY EAP](#)" to complete an online intake and connect to services

Additional contact methods

- Call: 1-800-624-2593 (**24/7**)
- Email: info@nationaleap.com
- Live Chat: www.nationaleap.com

WHO CAN USE OUR SERVICES?

NEAP offers services to all employees and their immediate household members.

Services are provided free of charge!



WHY DO PEOPLE USE OUR SERVICES?

- Personal Stress
- Work Stress
- Mental and Behavioral Health Concerns
- Marital and Family Issues
- Addiction Concerns
- Grief and Bereavement
- Health and Nutrition Needs
- Domestic and Intimate Partner Violence
- Caregiving Stress
- Legal and Financial Concerns
- Workplace Issues
- Professional and Personal Development Goals

ALWAYS CONFIDENTIAL

Your contact with the EAP is confidential to the fullest degree provided by law.

- Your employer will not be informed unless you give written permission.
- ****Exceptions: Confidentiality does not apply if there is child or elder abuse, a threat of harm, or a court order.***



Referral Services

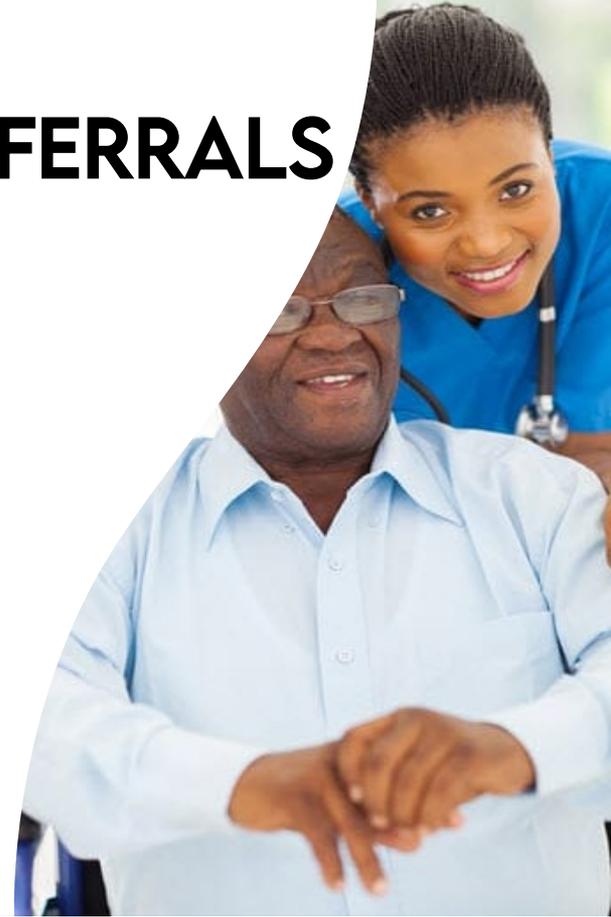
CHILD CARE RESOURCES & REFERRALS

- Referrals to local care providers such as family childcare, daycare centers, nannies, back-up care options, etc.
- Camps, schools, tutors, recreational activities, and more
- An online, comprehensive library of articles and tip sheets on every aspect of raising children



ELDER CARE RESOURCES & REFERRALS

- Referrals to local care providers to include housing options, long-term care, in-home care, and respite care
- Referrals to community resources such as meal programs and transportation
- Referrals to caregiver support groups



LEGAL SERVICES

Free, 30-minute consultation with a qualified attorney

- 25% discount on the attorney's hourly rate
- Consultations are available in-person or via telephone
- 24/7 access to referrals for criminal cases
- There is no limit to the number of times you can use the service for different issues
- Services available in 65 languages

Covered Legal Issues:

- family law, criminal, civil, immigration, social security, military law, bankruptcy, adoption, elder care, wills, trusts, estate planning, consumer issues

Excluded Legal Issues:

- Employer/employee matters; malpractice; other work-related issues

FINANCIAL SERVICES

Free, 30-minute consultation per topic with a qualified financial advisor, accessible by phone

Services can include:

- Financial Health Assessment
- Tax Preparation Services
- Handouts and Self-Help Tools
- Referrals to Consumer Credit Counseling
- Advice is Objective and Pressure-Free

Covered Financial Issues:

- debt management, taxes, life-event planning, financial planning, housing questions, budgeting, credit report reviews, student loans, etc.

IDENTITY THEFT CONSULTATIONS

60 Minutes of ID Theft Counseling

- Telephonic consultation
- Assists members with restoring their identity and good credit
- Identify emergency/immediate action items needed for next steps and action planning
- Legal, tax and credit counseling referrals

Emergency Response Kit Includes:

- Preventative/Restorative action plan, obtaining a free credit report, credit freezes, sample dispute letters. Information on how to file a police report

Wellness Services

REFERRALS TO MEDICAL NUTRITION COUNSELING

- Nutrition counseling may be covered by insurance.
- If not, you can self-pay or use HSA/FSA funds.
- After each session, your dietitian will send personalized resources to support your needs.

Referrals to Medical Nutrition Counseling: Virtual 1:1 nutrition counseling with expert & flexible registered dietitians

Specialties include Weight Loss Drug Support, Diabetes Management, Women's Health, High Cholesterol, Weight Management, Gut Health, Stress Management & more!

Insurances Accepted: BCBS, Empire, UHC, CDPHP, Anthem, MVP, Cigna, Medicare, Aetna

WYSA

- 24/7 support through an AI-powered mental health app
- Uses CBT techniques, mindfulness, and daily check-ins
- Offers mood tracking, goal setting, and over 150 self-care tools
- Provides a safe, confidential space to manage stress and build resilience

Step 1: Get the App!



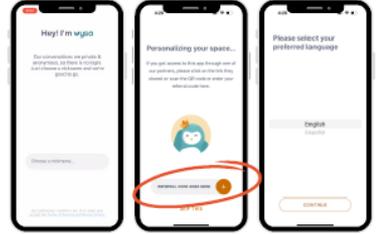
Scan the QR code using a scanner on your phone or tablet

Once downloaded, the **Wysa penguin** will greet you.

Step 2: Get your NationalEAP Membership!

You will be taken to a series of pages to:

- ✓ Select your nickname
- ✓ Enter the code **NATEAP25**
- ✓ Select your language



Currently you can choose between English and Spanish - but more languages are coming soon!

Your special referral code is:
NATEAP25

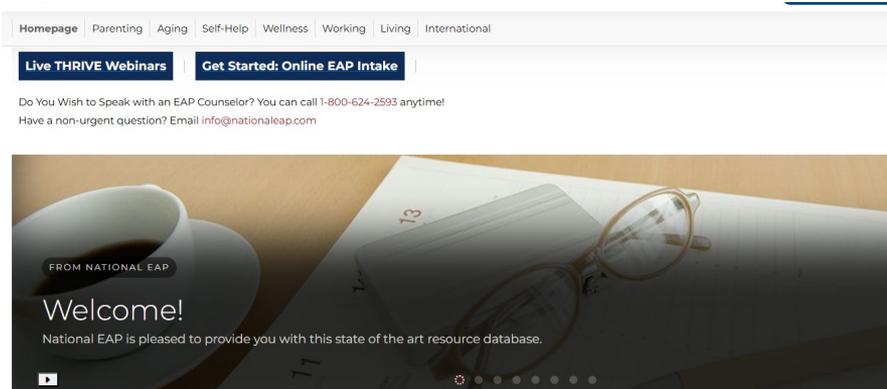
MONTHLY “THRIVE” WEBINAR

- Monthly live “THRIVE with National EAP” programming webinars and access to recordings on-demand.
- Live webinars are recorded and accessible on-demand through GoToStage.
- Topics range from personal to professional development to help you THRIVE at work and in life!



THE MEMBER PORTAL

Login to your Member Portal using your **Company Name** as your UN/PW



Explore our tabs:

- Parenting
- Aging
- Self-help and wellness
- Legal/Financial Centers
- Savings Center
- Personal growth
- Professional Development

Locate Providers:

- Adoption Provider Locator
- Camp Locator
- Child Care Provider Locator
- Higher Education Locator
- Private School Locator
- Older Adult Services Locator
- Pet Sitter and Pet Locator
- Search for a Certified Financial Planner

EASY-TO-USE MEMBER PORTAL

NEAP NATIONAL EAP

Who We Serve | NEAP Stories | About | Contact

My EAP Our Member Hub

Access your services, explore online resources, log in to your Member Portal to find mental health, wellness, and health and nutrition resources and referral options—all in one place.

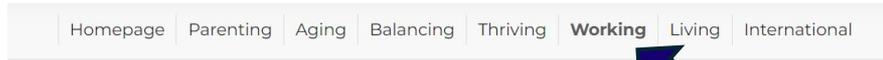
Start by Selecting a Service Below.

- EAP & Work-Life Services**
Access to EAP Counseling and Referral Services in-person, by phone, or via video.
[EAP Services](#)
- EAP Member Portal**
Resources focused on your professional development and personal well-being.
[Login Now](#)
- WYSA**
Your AI-powered mental resilience digital coach.
[Wysa](#)
- Food & Nutrition Wellness**
Expert guidance for a healthier life.
[Food & Nutrition](#)
- THRIVE**
Join our monthly educational webinars.
[THRIVE](#)

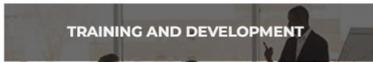
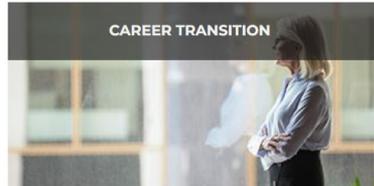
Visit www.nationaleap.com and click **“MY EAP”** then select **“EAP Member Portal”**

Enter your Company UN/PW
which is your company name

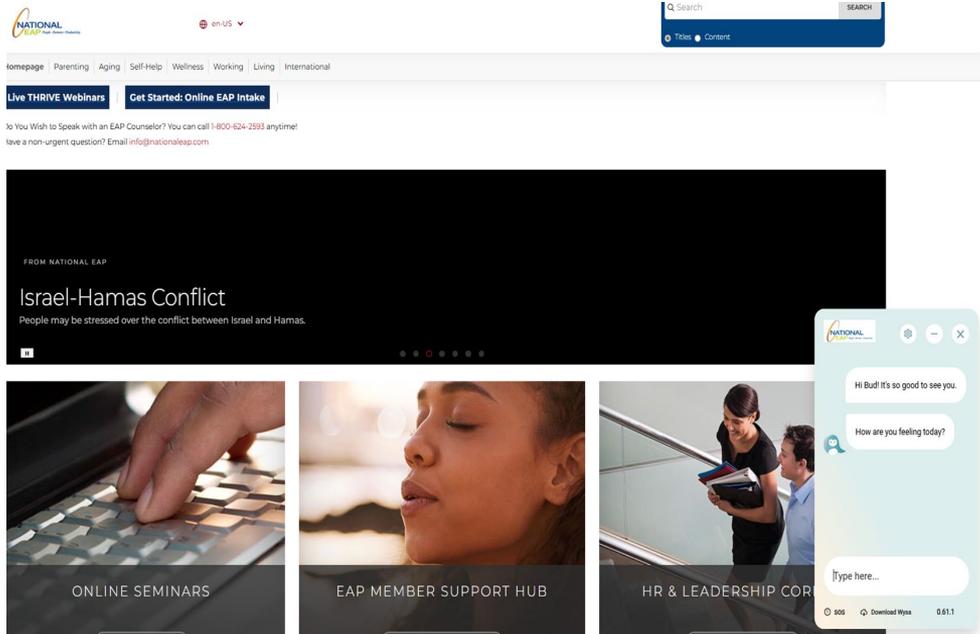
MEMBER PORTAL: RESOURCES FOR MANAGERS



View the “**Working**” tab for resources for managers



MEMBER PORTAL: WYSA DEMO



Chat with an AI-Support Bot that's based on cognitive-based therapy (CBT) principles.



MEMBER PORTAL: FREE WILL MAKER

Welcome to the Financial and Legal Resource Center

Here you will find those financial and legal items from this website that are deemed most helpful pulled into one place for your convenience.



Quicken WillMaker & Trust 2025 is a convenient way to create your own legally valid estate plan. Supported and updated through 2025, it provides every basic estate planning document, tailored to the laws of your state*. This software is provided through our partner Nolo, a leader in do-it-yourself legal products since 1971. As part of your benefit, a download of this software is available through this website at no cost to you.

MEMBER PORTAL: FREE SELF-ASSESSMENTS

Assessments

Assessments are a way to evaluate yourself on a variety of health and wellness topics. Browse the assessments to learn more about yourself:

- [Alcohol Screening](#)
- [Body Mass Index Calculators](#)
- [Breast Cancer Risk Assessment](#)
- [Colorectal Cancer Risk Assessment Tool](#)
- [Depression Screening](#)
- [Nutrition and Activity Quiz](#)
- [Heart Attack Risk Calculator](#)
- [Type 2 Diabetes Risk Test](#)
- [The Adult Vaccine Assessment Tool](#)

MEMBER PORTAL: ONLINE SEMINARS

- Access on-demand e-learning seminars anytime
- Topics include awareness, financial wellbeing, and personal development



NATIONAL EAP

en-US

SEARCH

Homepage Parenting Aging Self-Help Wellness Working Living International

Live THRIVE Webinars Get Started: Online EAP Intake

Do You Wish to Speak with an EAP Counselor? You can call 1-800-624-2993 anytime!
Have a non-urgent question? Email info@nationaleap.com

FROM NATIONAL EAP

Israel-Hamas Conflict

People may be stressed over the conflict between Israel and Hamas.

ONLINE SEMINARS

EAP MEMBER SUPPORT HUB

HR & LEADERSHIP COR...

Hi Bud! It's so good to see you.

How are you feeling today?

Type here...

905 Download MyEAP 0.61.1

MAXIMIZING YOUR EAP

Communication is the key to maximizing EAP utilization!

- As Managers and HR leaders, we encourage **ongoing promotion** and **marketing** of EAP Services and information
- Stay in-the-know by reading our monthly **Employee Newsletter** to learn about upcoming monthly webinars and events at National EAP!
- Encourage your staff to review our monthly communications and attend our THRIVE webinars as well!



You can confidently trust that National EAP will always go above and beyond in client care and dedication for you.

-The National EAP Team

Thank you for attending!

Toll-Free: 800.624.2593

Email: info@nationaleap.com

Visit: www.nationaleap.com

