

From Prevention to Intervention, Carebridge Can Help.

Life Doesn't Stop When You're At Work.

That's Why We're Here for You & Eligible Family Members with Free and Confidential Support.



Mental Health Support

Build resilience and overcome life's tough moments.

Get real support for anxiety, depression, conflict, grief, addiction, and more. We provide free consultations, short-term counseling with licensed clinicians, and referrals for long-term care.



Work-Life Services

You don't need to have it all figured out.

Let us help you through life's circumstances, such as childcare, eldercare, legal, and financial matters. We offer unlimited access to work-life specialists for guidance, referrals, and educational support.



Emotional Wellbeing & Behavioral Change

Reach your highest potential every day.

Make progress towards your goals with motivation, stress relief, mindfulness, and goal-setting assistance. We provide live training, life coaching, virtual groups, and digital tools for proactive support.

Use your Carebridge EAP to your advantage today!

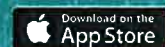
800.437.0911

clientservice@carebridge.com
myliferesource.com

Access Code: EW7KK



Download the Carebridge EAP App



What to Expect When you Contact Carebridge

When you call Carebridge, you will be:

- Answered by a real person who is a highly trained and experienced call center Intake Coordinator.
- Asked by an Intake Coordinator for your name and your employer as well as other basic contact information. All information shared with Carebridge is confidential within the scope of the law. No information is provided back to your employer without your written consent.
- Asked for your insurance information so we can coordinate and assist beyond your allotted number of free counseling sessions or outside the scope of the EAP services.
- Asked how can we help; you just need to start sharing.
- Transferred to the appropriate Carebridge resource: Counselor or Work-Life Specialist based on your concern.

Counseling Assistance

- A Carebridge EAP Counselor will provide an assessment to determine the level of urgency.
- If you are in crisis, the counselor will provide in-the-moment assistance to help stabilize your situation and direct you to appropriate support. This may include scheduling a same day appointment, contacting someone to be with you, or calling 911.
- If you are not in crisis the counselor will work with you in the moment to assist with your concern.
- If additional assistance is needed you will be matched with the appropriate pathway to care based on your personal preferences. In-person, video, telephonic, and chat-based counseling sessions are available within our diverse network of providers.
- You will contact the provider and set up an appointment to begin your allotted number of free sessions.
- You will be reminded to call Carebridge at anytime if you have questions, need support, have difficulties making an appointment, or if you feel the providers aren't a good fit.
- A Carebridge EAP Counselor will follow-up through your preferred method of contact to be sure your needs are met.
- If your preference is in-person and wait times for an initial appointment are a concern, you will be offered telehealth options while you wait.

Work-Life Assistance

- You will be connected to a Work-Life Specialist who will listen to your needs.
- They will begin to research available resources in your area which will meet your unique situation.
- They will contact you via your preferred method to provide the resources they have discovered. This can take 1-5 days depending upon how complicated the need might be.
- You will review the resources and referrals to make the best decisions for your family.
- If the initial situation changes, you can call back for unlimited Work-Life Support.

Life Coaching Assistance

- A Carebridge EAP Counselor will provide a telephone assessment to determine if a Certified Life Coach is appropriate for your concern.
- You will be provided with the Carebridge Life Coaching Scheduler to set up your appointment.
- You will receive up to 6 sessions with the Certified Life Coach.

Other Methods to Contact Carebridge

- Carebridge EAP App—click to call or chat for a call back.
- Secure member website myliferesource.com
- Email via clientservice@carebridge.com to request a call. A Carebridge Counselor or other specialist will contact you depending upon your need. This contact method is not appropriate for crisis situations and should NOT be used.

For all Counseling and Life Coaching assistance provided; once you've exhausted your number of sessions you will be asked to fill out a Satisfaction Survey. If at any point prior you experience dissatisfaction, you can call Carebridge and our Quality Assurance Team will assist you with the concern.

From Prevention to Intervention, Carebridge Can Help.

Keep Carebridge in your pocket.

Free confidential support
is available 24-7.

- Chat with Carebridge
- Self-Assessment Tools
- Mental Health Support
- Work-Life Support
- Mindfulness Tools
- Video & Audio Trainings

Download the
Carebridge EAP App



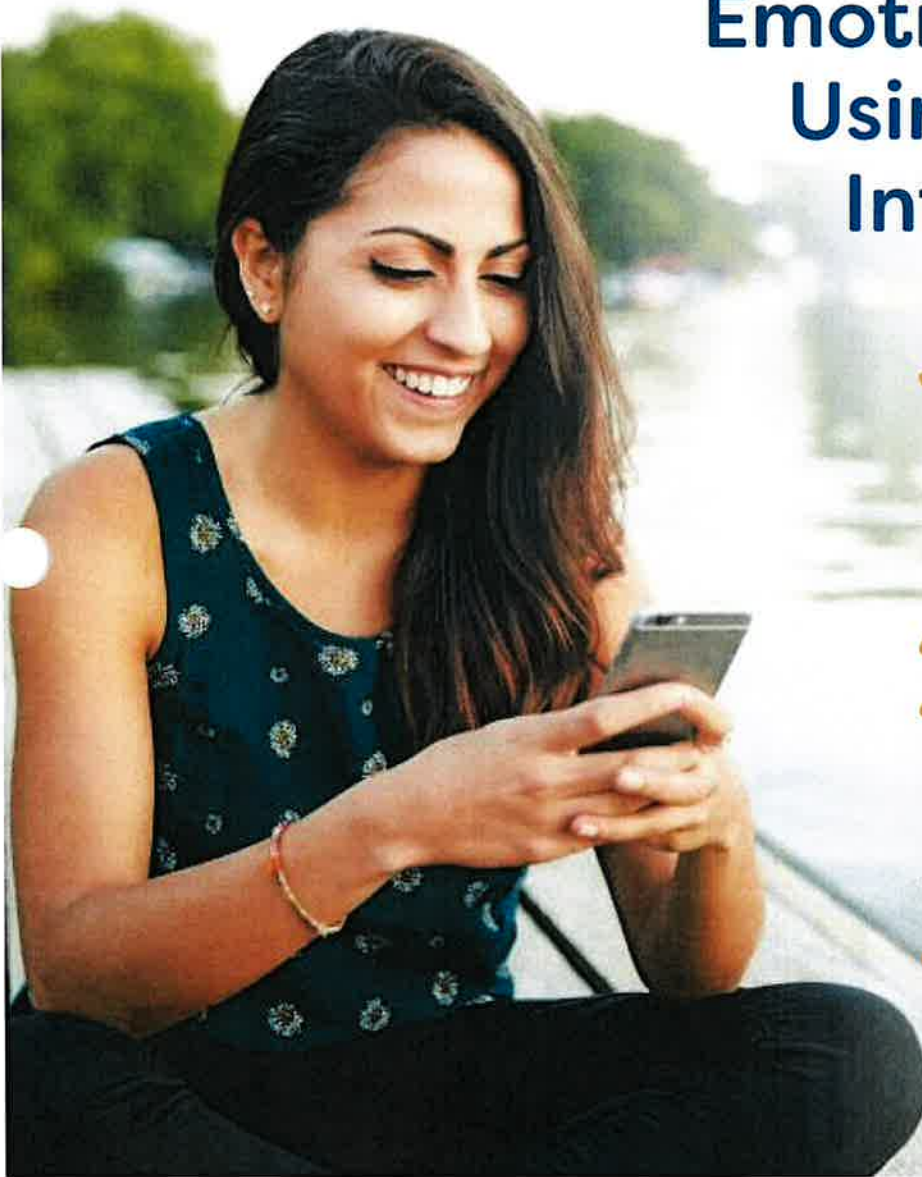
myliferesource.com
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Introducing Tess

From Prevention to Intervention, Carebridge Can Help.

Emotional Support Using Artificial Intelligence



1

Say hi

Start by chatting with Tess by texting “hi” to 415.360.0039.

Text messaging rates may apply.

2

Tess asks

Like a coach, Tess works to understand your needs by asking, “how are you?”

3

Tess helps

Tess delivers coping strategies based on the emotions you express.

More than 8 million people have access to Tess.
Tess is free and available 24-7 within the United States
for you, and for members of your family over the age of 13.



Congratulations!

eM Life is now part of your Carebridge EAP benefits.
Follow these steps to begin your mindfulness journey:

Required Steps:

1

Sign up at myliferesource.com
using your Company Access Code.
*Already signed up? Log in using
your Carebridge username and
password.*



Please log in to your account

Username _____

Password: _____

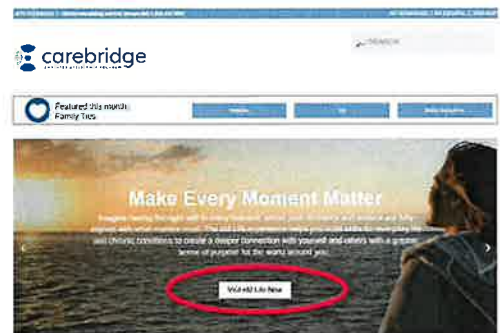
Remember Me

[Forgot Password](#)

LOGIN

2

Click on the “**Visit eM Life Now**”
button at the middle of the
webpage to access eM Life.



Optional Next Steps for App:

- Download the free eM Life app from App Store or Google Play
- Open the app, choose “Employee Account”
- Then tap the “Organization Login” button
- On the next screen, under “Organization Name or ID” type: **Carebridge**
- Login using the same username and password as myliferesource.com



