

GETTING TO KNOW YOUR SUPPORTLINC BENEFIT

WHAT IS SUPPORTLINC?

The SupportLinc employee assistance program (EAP) is a free, confidential benefit for employees and their immediate family members to assist with a wide range of personal and professional concerns.

WHY WOULD SOMEONE NEED THE SUPPORTLINC EAP?

We all experience stress in our lives related to family and relationships, work-life balance, substance abuse or mental health concerns like anxiety and depression. It can be helpful to have a professional to turn to for guidance, support, resources and referrals that we might not come across on our own.

WHAT HAPPENS WHEN I CALL THE EAP?

When you contact SupportLinc, you'll speak directly to a licensed counselor. The intake process will include an experienced clinician gathering information about you and the nature of your concern. The counselor will then coordinate the most appropriate resources that best meet your needs. These resources can include scheduling short-term counseling with a local provider, work-life resources and/or referrals to community resources or treatment providers through your health insurance plan.

WHEN WILL I RECEIVE MY EAP COUNSELING REFERRAL?

After your intake, we'll identify an appropriate local counselor to meet your needs. We always confirm that the provider meets your needs and is within your insurance network, just in case longer term care is needed. For routine referrals, this process typically takes no longer than one to two business days. SupportLinc is always available around-the-clock for immediate support.

IS SUPPORTLINC CONFIDENTIAL?

Yes! No one, including your employer, will know that you have used SupportLinc services. If you have been "formally" referred by your supervisor, he/she will only be advised of your follow-through with the recommendations made, not the details of your situation. Exceptions to confidentiality may apply by law if there are concerns regarding your safety or the safety of others.

HOW MUCH DOES IT COST TO USE THE EAP?

There is no cost to you or your immediate family members to use the SupportLinc program. If services beyond the EAP are needed, the SupportLinc counselor will provide referrals based on coverage through your health insurance plan or other cost-effective resources in your community.

FREQUENTLY ASKED QUESTIONS

SUPPORTLINC

EMPLOYEE ASSISTANCE PROGRAM FOR NORTHWESTERN OHIO PLUMBERS AND PIPEFITTERS

SUPPORTLINC IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP) FOR YOU AND YOUR IMMEDIATE FAMILY MEMBERS

At some point in our lives, each of us faces a problem or situation that is difficult to resolve. When these instances arise, SupportLinc will be there to help. The SupportLinc employee assistance program (EAP) is a confidential resource that helps you deal with life's challenges and the demands that come with balancing home and work. SupportLinc provides confidential, professional referrals and up to five (5) sessions of face-to-face counseling sessions for a wide variety of concerns, such as:

**ANXIETY • DEPRESSION • MARRIAGE AND RELATIONSHIP PROBLEMS • GRIEF AND LOSS
SUBSTANCE ABUSE • ANGER MANAGEMENT • WORK-RELATED PRESSURES • STRESS**

EXPERT REFERRALS AND CONSULTATION

Whether you are a new parent, a caregiver, selling your home or looking for legal advice, you're likely to need guidance and referrals to expert resources.

- **LEGAL ASSIST** Free Telephonic or Face-to-Face Legal Consultation
- **FINANCIAL ASSIST** Expert Financial Planning and Consultation
- **FAMILY ASSIST** Consultation and Referrals for Everyday Issues, Such as Dependent Care, Auto Repair, Pet Care and Home Improvement

CONFIDENTIALITY

SupportLinc upholds strict confidentiality standards. Nobody, including your employer, will know you have accessed the program unless you specifically grant permission or express a concern that presents us with a legal obligation to release information.

TECHNOLOGY AND YOUR EAP

WEB

- Thousands of Helpful Articles and Tip Sheets for Personal and Work-Related Topics
- Search Engines and Directories for Child Care, Elder Care, Education, Legal, Financial and Convenience Services
- Discounted Fitness Center Memberships
- Secure Video Counseling Through the eConnect® Portal
- 20-Minute eLearning Modules
- Bilingual Content (English and Spanish)

MOBILE

- eConnect® Mobile App for On-The-Go Access to the EAP
- Call or Live Chat with a Licensed Counselor
- Schedule Video or In-Person Counseling
- Review a Summary of the EAP

SUPPORT  LINC

EMPLOYEE ASSISTANCE PROGRAMS

PHONE 1-888-881-LINC (5462)

WEB WWW.SUPPORTLINC.COM

Username: nwopp50



MOBILE

EAP WEB PORTAL



TO REVIEW A SAMPLE OF CURALINC'S EAP WEB PORTAL, VISIT EAPDEMO.COM

FOCUS ON ACCESS

In addition to functioning as an around-the-clock resource to complement the program's telephonic and in-person services, the EAP web portal also facilitates personalized access to care and support.

The Access Bar at the top of the portal spotlights the unique avenues that participants can use to connect with their EAP, including video counseling, text therapy (emotional fitness coaching) scheduling a call-back and digital behavioral health.

In a recent study of EAP utilization trends, clients with above average web usage are three times more likely to also have high utilization of the program's clinical resources. More than just a static website, CuraLinc's portal – which is available in English and Spanish – contains an extensive library of training modules, informative articles, webinars, search engines, audio and video files, self-assessments and valuable resource links.



CUSTOMIZATION

The entire portal can be tailored to suit the brand identity of a CuraLinc client, including the background image, logo, fonts, dashboard tiles, URL (web address) and SSO links to other benefits and programs.



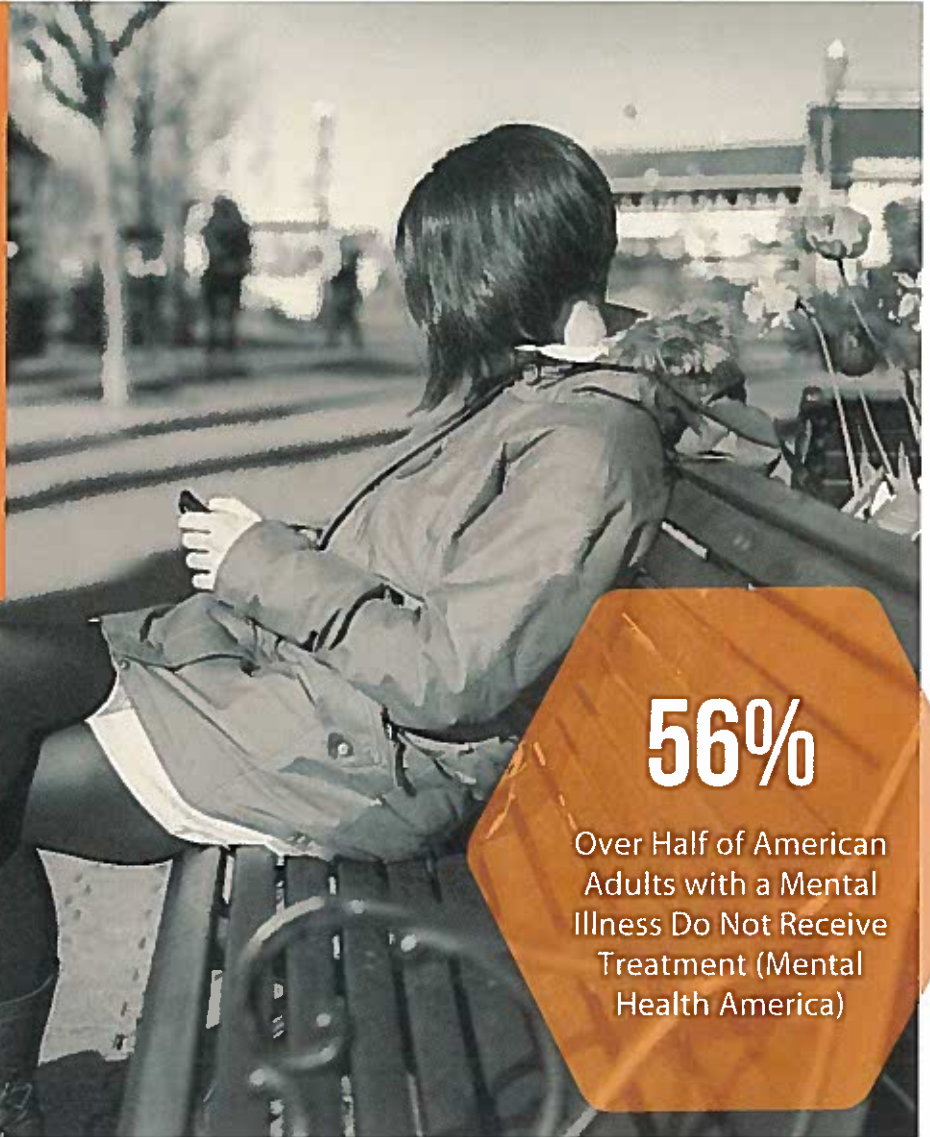
DESIGN ELEMENTS

The portal's intuitive layout optimizes the user experience for EAP participants – from the 'What's on Your Mind?' search engine to customizable tiles that connect with internal and external resources to PAM (Participant Activation Messenger), CuraLinc's friendly AI bot.

WHAT'S INSIDE?

- **Toolkits.** Resiliency, Mindfulness, Mental Health First Aid and Meditation
- **Flash Courses.** Short Educational Modules with a Post-Module Certificate
- **Search Engines.** Dependent Care, Financial Consultation, Education, Pet Care, etc.
- **Interior Pages.** Thousands of Audio and Video Lessons, Articles, Tip Sheets, External Resource Links and Self-Assessment Tests
- **Additional Resources.** Wellbeing Place Blog, Discount Center, Free Will and Power of Attorney, Anti-Stigma Hub, Form to Request Information

EMOTIONAL FITNESS COACHING (‘TEXT THERAPY’)



56%

Over Half of American Adults with a Mental Illness Do Not Receive Treatment (Mental Health America)

HOW IT WORKS

Emotional Fitness Coaching is a convenient and stigma-free access point that allows EAP participants to conveniently connect with a licensed counselor, also known as a ‘Coach’.

After completing a short questionnaire, new users can begin communicating with their Coach immediately. Coaching is not intended to replace face-to-face or telebehavioral counseling through the EAP, though – and users with acute concerns will be guided to other resources within the program.

CuraLinc’s proprietary Coaching platform provides participants with convenient access to licensed counselors. Through CuraLinc’s secure platform, these counselors (also known as ‘Coaches’) help users boost emotional fitness and wellbeing through an exchange of text-based dialogue as well as the provision of resource links, audio and video lessons.



ACCESSIBLE

Participants can text with their Coach at any time – on mobile or desktop – without worrying about scheduling or other conflicts.



LICENSED

All Coaches are independently-licensed clinicians who also have a special accreditation for providing technology-based care.



SECURE

All communication between participants and Coaches is encrypted and stored securely.



NO STIGMA

Coaching is an excellent resource for those who may not be receptive to ‘traditional’ face-to-face or distance counseling through the EAP.

LEGAL, FINANCIAL & IDENTITY RECOVERY

CONSULTATION, RESOURCES AND REFERRALS

- Free Initial, 30-Minute Consultation with an Attorney by Phone or in-Person
- Telephonic Consultation with a Financial Professional
- Telephonic Consultation with an Identity Theft Prevention and Recovery Professional
- Financial Calculators, Legal Documents and Other Tools Available Online

Support for everyday issues. Every day.

SUPPORT  LINC
EMPLOYEE ASSISTANCE PROGRAMS

1-888-881-LINC (5462)

www.supportlinc.com



LEGAL ASSIST

FREE LEGAL CONSULTATION FROM
LICENSED ATTORNEYS

- 30-Minute Phone or In-Person Consultation
- Available in All 50 States
- All Advice is Objective; Attorneys Cannot Self-Refer
- Articles, DIY Forms, Tip Sheets and Other Legal Resources Online

SUPPORT FOR EVERYDAY ISSUES. EVERY DAY.

SUPPORT  LINC
EMPLOYEE ASSISTANCE PROGRAMS

1-888-881-LINC (5462)
WWW.SUPPORTLINC.COM



FINANCIAL ASSIST

FREE FINANCIAL CONSULTATION FROM
QUALIFIED EXPERTS

- Consultants Available Monday-Friday or by Appointment on Saturday
- Advice is Objective and Pressure-Free
- Covers a Wide Range of Financial Topics
- Referral Resources, Links, Calculators and Other Financial Tools Online

SUPPORT FOR EVERYDAY ISSUES. EVERY DAY.

SUPPORT  LINC
EMPLOYEE ASSISTANCE PROGRAMS

1-888-881-LINC (5462)
WWW.SUPPORTLINC.COM

IDENTITY RECOVERY

FREE IDENTITY THEFT RECOVERY CONSULTATION

- Free 30-Minute Telephonic Consultation with an Identity Recovery Professional
- Personalized Action Plan to Undo Damage and Restore Peace of Mind
- Ongoing Guidance as Often as Needed
- Reduces Time Spent Repairing Compromised Credit History

SUPPORT FOR EVERYDAY ISSUES. EVERY DAY.

SUPPORT  LINC
EMPLOYEE ASSISTANCE PROGRAMS

1-888-881-LINC (5462)

WWW.SUPPORTLINC.COM

SUPPORT  LINC
EMPLOYEE ASSISTANCE PROGRAMS

1-888-881-LINC (5462)

24 Hours a Day, 365 Days a Year | Confidential Assistance

www.supportlinc.com

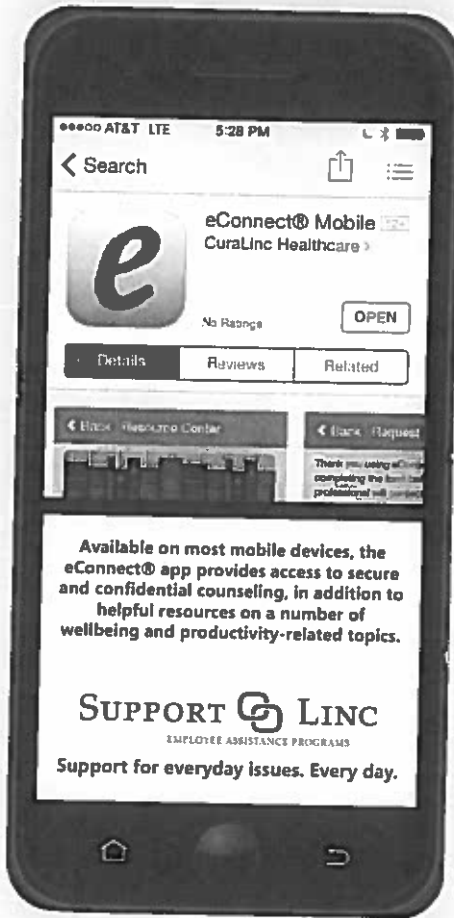
Username: (your company name); Password:

Stress
Relationships
Work-Life Balance



Substance Abuse
Depression
Anxiety

Support for everyday issues. Every day.



AT&T LTE 5:28 PM

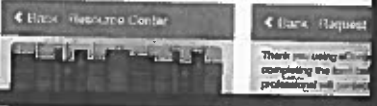


eConnect® Mobile
CuraLinc Healthcare

No Ratings

OPEN

Details Reviews Related



Available on most mobile devices, the eConnect® app provides access to secure and confidential counseling, in addition to helpful resources on a number of wellbeing and productivity-related topics.

SUPPORT & LINC
EMPLOYEE ASSISTANCE PROGRAMS

Support for everyday issues. Every day.