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LifeCare®

# Work-Life Employee Assistance Program FAQs for Managers

## What is LifeCare?

LifeCare is a Work-Life Employee Assistance Program (EAP) provided as a benefit by your employer and ADP TotalSource®. LifeCare saves time and money with quality matches to resources for parenting, senior care, legal and financial services, home services, wellness and EAP sessions. LifeCare also operates LifeMart®, one of the largest members-only online discounts shopping websites, with discounts on thousands of products and services.

## How do I access LifeCare?

You can reach LifeCare Specialists by calling toll-free, 24 hours a day at **1-866-574-7256** (1-800-873-1322 TTY).

To access the **LifeCare website**, log in to My TotalSource® and click **Myself- > Benefits Program- > Life Management** and select **EAP portal**. At that point, first time users can register by completing the one-time process.

## What are LifeCare's hours?

Our experienced and helpful specialists are here to help with life's most important needs 24/7, 365 days a year.

## What can LifeCare do for me?

LifeCare's services are designed to help you and all members of your household balance work, life and personal issues. LifeCare provides:

- **Access** to 3 EAP sessions, face to face or by telephone, per person per concern per year (up to 9 sessions total). Examples of EAP concerns may include relationships, emotional health, depression, and anxiety.
- **Child Care and Parenting** services support you and your family with referrals to child care options; adoption resources; prenatal and breastfeeding programs and education and recreational programs and help when it comes to planning for your children's education.
- **Senior Care** services support you and your family with referrals to senior housing options; home care and home safety resources and retirement planning resources and help when it comes to addressing caregiver issues and concerns.
- **Legal and Financial** services support you and your family with referrals to legal counsel; financial planners; financial counselors to assist with debit or credit management and resources to help with legal document preparation and estate planning. You are eligible for a 30 minute legal consultation on 3 legal matters per year and a 30 minute financial consultations on credit and debt management, on up to 3 financial issues per year.
- **Home and Personal Service** resources support you and your family with referrals to contractors and home repair specialists; pet care resources and referrals to community resources and help when moving or relocating.
- **LifeMart** is a private online marketplace made available by your employer and ADP TotalSource through LifeCare. LifeMart features thousands of discounts on leading brands from national and local retailers, including everyday savings, and local and national discounts and limited time offers.



## Who am I speaking to when I call LifeCare?

LifeCare provides you with experienced Bachelors and Masters level specialists who are educated and trained in one specialty area (child care, senior care, academics, etc.). Our specialists know that every situation is unique and we genuinely care about providing the best solutions possible. They will happily assist you until your needs are completely met.



## How often can I use LifeCare services?

For life events such as child care options, educational resources, caregiving questions, and home improvement services, you have unlimited access to LifeCare specialists and to LifeMart discounts. You will have access to 3 EAP sessions per year per concern; up to 9 sessions per year. Examples of EAP concerns may include relationships, emotional health, depression, and anxiety.

## Are LifeCare services confidential?

Yes, LifeCare services are completely confidential. This means when you or a family member call the toll free number, neither your employer nor anyone else will know you have used the services unless you choose to tell them.

## Can my family members use these LifeCare services, too?

Yes, your family members are eligible to take advantage of LifeCare services. Family members can also access LifeCare services by calling 24/7 at 1-866-574-7256 (1-800-873-1322 TTY) and identifying the employee's name to confirm eligibility. In addition, your household members and children up to the age of 26 have access to 3 EAP sessions per year per concern; up to 9 sessions per year, as well as the LifeCare and LifeMart websites and unlimited work-life referrals.

## Are LifeCare services available on the web?

Yes, the LifeCare web site offers rich content, extensive search features, and a variety of interactive tools including LifeMart, an online discount center. Highlights include:

- **Online provider searches and referrals:** Instantly access information on providers and resources (child care, adult care, schools, fitness centers, etc.) nationwide or request personalized referrals from a specialist via our interactive forms
- **Best-in-class content:** Read or download our extensive library of materials available in printable html, PDF, and hard copy, including: parenting information from experts; extensive content for seniors and caregivers; health content including an A-Z index of health articles and consumer articles on everyday issues such as choosing cleaning services, personal safety and home improvement
- **Interactive tools and features:** Take interactive quizzes on topics such as anger, anxiety, depression, lifestyle, patience and self-esteem, attend live virtual seminars and listen to audio tips

## If I have an employee with a personal issue affecting their performance, can LifeCare help me?

Yes, as a manager or supervisor you have access to unlimited telephone support and guidance to help you understand how to best get your employees the assistance they need with any type of personal issue that might be affecting their performance at work. Examples include: substance abuse, domestic violence, relationship concerns, etc.

## How do I make a mandatory referral and what happens next?

In the case of a mandatory referral, call LifeCare at 1-866-574-7256 (1-800-873-1322 TTY) and request Management Services. The Management Consultant will advise you regarding the specific situation, the process, next steps and release forms needed. You will not have access to any information about the nature of the treatment. However, you will know that the member has initiated and completed the required sessions.

### Is support available if we experience a critical incident at the workplace?

LifeCare provides access to on-site clinical counseling for your organization if a critical incident should occur in the work place. Your organization has access to one CISD per year at one location (up to four hours). After the first four hours have been used, the current rate is \$250 per hour for standard CISDs and \$375 per hour for urgent CISDs, plus \$150 travel and expense fee per location/event.

### Who should I contact if I am dealing with issues related to organizational change, personnel changes or poor employee performance?

For these types of concerns, your company administrator can contact their HRBP.

### Are laid off employees eligible for services?

Laid off employees are eligible for the usual 3 face-to-face sessions, if the employer chooses to communicate and offer this. In order for laid off employees to use these services, the employer should reach out to their HRBP or [ADPterminations@lifecare.com](mailto:ADPterminations@lifecare.com) with the names of the employees that should remain eligible, the company name, and a mention of their affiliation with ADP TotalSource. The employee will then have 2 weeks post termination to contact LifeCare for the referrals to the face to face or telephonic EAP sessions. Once the employee chooses the referrals, they will have 90 days to complete those 3 sessions.



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