

## ACI Specialty Benefits Employee Assistance Program **FAQs and Guidelines**

**Q: What is the EAP benefit?**

A: ACI's Employee Assistance Program (EAP) offers benefits to address mental health issues, reduce stress and help make life easier. ACI's EAP benefits include mental health sessions with a licensed clinician, legal and financial consultation, as well as work-life referrals for a wide range of life management needs. The EAP is 100% confidential, and benefits are provided at no additional cost to employees and family members.

**Q: Is there a fee to use this benefit?**

A: EAP services are available at no additional cost to the covered employee or family member.

**Q: What mental health benefits are included in the EAP plan?**

- A:
1. If your company offers a telephonic EAP plan, up to 3 telephonic sessions for assessment, referral and short-term problem resolution are available to employees and family members.
  2. If your company offers a face to face session model, participants have access to the number of sessions offered for assessment, referral and short-term problem resolution, with the option of having those sessions conducted in-person, telephonically or through video chat.
    - In the state of California, face to face sessions are limited to 3 sessions per 6 months, for a total of 6 face to face sessions per year, in accordance with the California Knox Keene Health Care Service Plan Act.

**\*Contact your human resources or benefits department if you are uncertain which plan your company offers**

**Q: What are the EAP clinical sessions intended for?**

A: EAP clinical sessions are intended for assessment, referral and short-term problem resolution. Examples of requests that the EAP can assist with include, but are not limited to:

- Emotional wellness
- Stress management
- Family and relationship issues
- Anxiety and depression
- Coping with grief
- Anger management
- Substance abuse

For any issues requiring long-term support, the EAP clinician will provide a referral to services that may be available through medical insurance or community-based resources, based on specific needs.

**Q: Who is eligible for EAP benefits?**

A: Each employee's definition of family is ACI's definition of family. ACI's EAP services are all-inclusive, with no barriers to access for family members, regardless of location or relationship.

- **All covered employees under the RSL plan**

- **All family members:** spouse, domestic partners, dependents, and all family members regardless of location

The EAP benefit is also available for 90 days after a covered employee's last day of employment.

**Q: What should be expected when accessing the EAP?**

A: Contact ACI Specialty Benefits for service.

1. If mental health services are needed, never contact a provider directly to schedule an appointment. ACI must first have record of the request in order for the EAP to cover any visits with a mental health provider within ACI's internal network of providers.
2. Specify service needed
3. ACI team member will provide the appropriate referral(s)
  - If the referral is for a mental health provider, it is the individual's responsibility to contact the provider referred by ACI to schedule an appointment based on availability.
  - If there is difficulty experienced in scheduling an appointment within 2 - 3 business days, please call ACI Specialty Benefits back to receive a new referral.
    - Do not wait for contact from an ACI specialist. Assisting with access to a mental health provider as soon as possible is ACI's number one priority.

**Q: How are non-urgent requests for EAP mental health sessions handled?**

A: EAP referrals are provided once an affiliate from our network accepts the case. This typically takes anywhere from 2 – 6 business days depending on the nature of the employee's or family member's initial request. The employee or family member will then reach out to the provider directly to schedule an EAP session.

**Q: How are urgent requests for EAP mental health sessions handled?**

A: If an individual or family member is in emotional distress and in urgent need to speak with an EAP clinician, ACI's intake specialist will immediately connect them with a masters level or licensed clinician at any time, 24/7/365. For emergencies, always call 911 to get assistance from local authorities.

**Q: What is the turnaround time for work-life referrals?**

A: General turnaround time for a non-urgent work-life referral is 3-5 business days. ACI can provide urgent work-life referrals for needs such as child care or shelter housing on the same day.

**Q: What is Medical Advocacy? How do I access this?**

A: A Medical Advocate assists with maneuvering through the healthcare system. The Advocate offers strategies to empower employees as they prepare for a medical appointment, locate a medical provider, seek discharge resources, and navigate the insurance industry. The Advocate serves all lifespans but cannot provide legal or medical advice, complete disability or FMLA paperwork, or select insurance or mental health providers or facilities. To access Medical Advocacy, contact ACI Specialty Benefits.

**Q: What is Life Coaching?**

A: A coach is a certified professional who assists employees and their household members to achieve their personal and professional goals. A coach works actively to help individuals assess their current situation then develop steps and strategies to meet their stated expectations. This differs from counseling in that it is proactive and not usually associated with a clinical or crisis issue to be solved.

**Q: What Financial Wellness services are available through ACI's EAP?**

A: Financial Wellness services include phone consultation regarding the issue. Support is available for any financial need such as credit counseling, debt management and referrals to CPAs. More resources can be found in the Member Portal.

**Q: What Legal Consultation services are available through ACI's EAP?**

A: Legal Consultation services include an initial 60-minute in-office or phone consultation with a local attorney regarding the legal matter. If additional assistance is needed and the attorney is retained, the employee or family member will receive a 25% discount on continued services. ACI's Member Portal also has interactive legal document preparation including will prep and other common legal documents.

**Q: How can an individual access ACI's EAP?**

A: ACI Specialty Benefits offers convenient 24/7 access to EAP benefits by phone, email, text, live chat, and online.

- Employee Landing Page: <http://rsl.acieap.com>
  - Select "Member Portal & App" in the top menu
  - Register to create a new account using your company code: **RSLI859**
  - After registering, you'll want to create your individual profile. This will help customize your experience based on your family, education, health, wellness, legal, financial and everyday living needs.
- Phone: 855-RSL-HELP (855-775-4357)
- Email: [rsl@acieap.com](mailto:rsl@acieap.com)

# Life comes with challenges. Your Assistance Program is here to help.

Reach out to your Assistance Program for short-term counseling, financial coaching, caregiving referrals and a wide range of well-being benefits to reduce stress, improve mental health and make life easier.

The following services are free to use, confidential, and available to you and your family members:

## **Mental Health Sessions**

Up to 3 telephonic sessions to help manage stress, anxiety and depression, resolve conflict, improve relationships, overcome substance abuse and address any personal issues.

## **Life Coaching**

To help reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

## **Financial Consultation**

To help build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identify theft, and saving for retirement or tuition.

## **Legal Consultation**

To help with a variety of personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

## **Life Management**

To provide information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

## **Personal Assistant**

To help manage everyday tasks and give back time by providing information and referrals for home services, repairs, travel, entertainment, dining and personal services.

## **Medical Advocacy**

To help navigate insurance, obtain doctor referrals, secure medical equipment or transportation, and plan for transitional care and discharge.

## **Member Portal and App**

Access your benefits 24/7/365 with online requests and chat options, and explore thousands of articles, webinars, podcasts and tools covering total well-being.

EAP benefits are free of charge, 100% confidential, available to all family members regardless of location, and easily accessible through ACI's 24/7, live-answer, toll-free number.

EAP services are provided by ACI Specialty Benefits, under agreement with Reliance Matrix.

Reliance Matrix is a branding name. Reliance Standard Life Insurance Company (Home Office Schaumburg, IL) is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. First Reliance Standard Life Insurance Company (Home Office New York, NY) is licensed in New York and Delaware. Standard Security Life Insurance Company of New York (Home Office New York, NY) is licensed in all states. Absence services are provided by Matrix Absence Management, Inc. Product features and availability may vary by state.



## **Contact ACI Specialty Benefits**

**855-RSL-HELP** (855-775-4357)

[rsli@acieap.com](mailto:rsli@acieap.com)

<http://rsli.acieap.com>

Company Code: RSLI859



**reliance**matrix

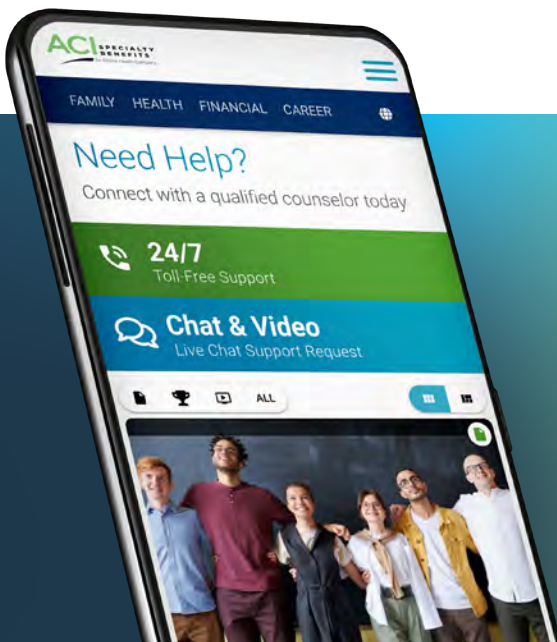
A MEMBER OF THE TOKIO MARINE GROUP

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RS-2505 (06/2023)



# Introducing Your Member Portal and App

Browse benefits. Request services.  
Enjoy 24/7/365 access.

Your Assistance Program offers a wide range of benefits to help improve mental health, reduce stress and make life easier—all easily accessible through your member portal and app.

## Video, Chat and Telephonic Access

24/7/365 access to request mental health sessions and life management referrals

## Thousands of Self-Care Articles and Resources

Explore videos, provider resource locators, personal assessments, calculators and tools

## Events Calendar and Free Webinars

Sign up for the latest webinars and online training sessions

## Exclusive Discounts

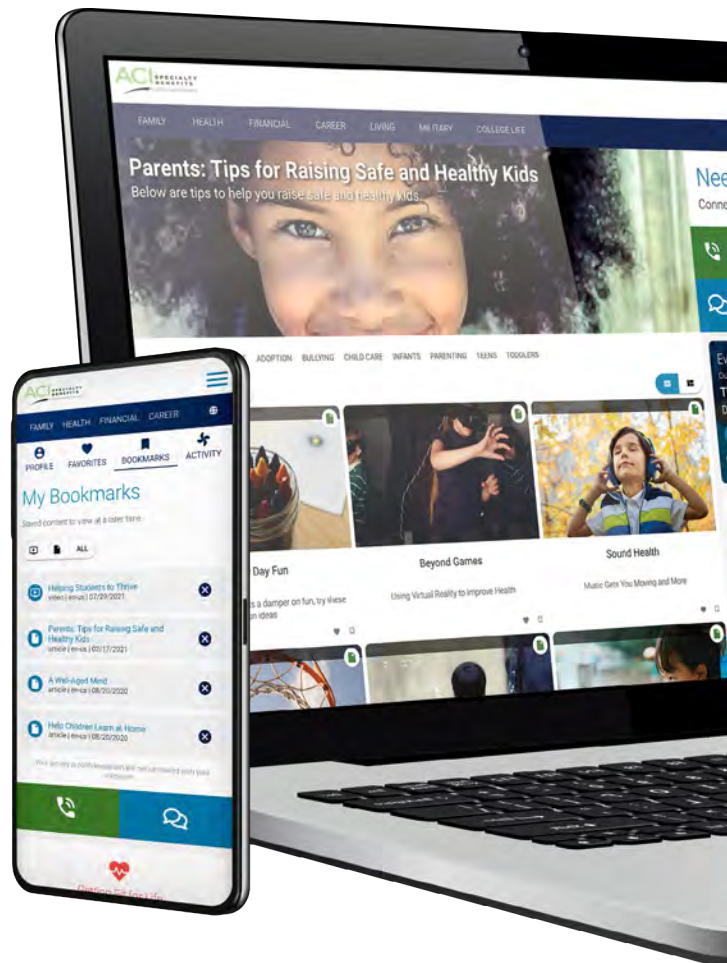
Save money on entertainment, gifts, travel and consumer goods

## Getting Started Is Easy

1. Visit your landing page, <http://rsli.acieap.com>, and click on “Member Portal & App” in the top menu
2. Register to create a new account using your company code: **RSLI859**
3. A confirmation email will be sent to complete the process

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