

Employee Assistance Program

For employees, asking for help can feel hard or scary, especially during uncertain times. The Northwestern Mutual Life Insurance Company (Northwestern Mutual) has partnered with Health AdvocateSM to provide an Employee Assistance Program (EAP)¹ which includes WorkLife services. This service is included with Group Long Term Disability plans.

The EAP Services offer support in five key ways:

1 Multiple access points make connecting easy

To make EAP services easily accessible and add value for all generations in the workforce, employees can contact counselors 24/7 by phone, live chat online or email. There's even a mobile EAP app. Assistance is immediate and personal with no hand-offs.

2 A single point of contact leads to high satisfaction

Employees using EAP services work with one master's level counselor throughout the assessment, referral and follow-up process. Having a primary point of contact promotes continuity in service delivery and high satisfaction rates.

3 Clinical phone consultations build relationships

Clinical phone consultations build relationships. Our philosophy differs from a traditional call center that may simply provide a referral. Care managers develop a relationship with the EAP member: identifying the reason for the call, providing immediate support, making referrals and screening for any risk concerns. They also educate the EAP member about the benefits offered through the EAP Program.

4 Referrals to counseling sessions are simple and stress-free

Prior to providing a referral, the care manager identifies whether the EAP member would like face-to-face or virtual counseling. If face-to face is preferred, the care manager will call the affiliate counselor with the member to schedule an appointment. If the member prefers virtual counseling, the care manager confirms the member has access and assists them with signing up for counseling.

5 Case management supports specialized referrals

When EAP members need specialized services, the care manager assists the member by educating them about available resources and helping with referral options.

¹ The EAP service is provided through an arrangement with Health AdvocateSM, which is not affiliated with Northwestern Mutual, to groups of < 2,500 covered employees. This service is only available while insured under Northwestern Mutual's Long Term Disability (LTD) policy. Northwestern Mutual may change providers or terminate service at any time. Health AdvocateSM is solely responsible for providing and administering the service.

Northwestern Mutual's EAP services at a glance

Service Feature	Highlights	
Multiple access points	Employees have 24/7 direct access to master's level counselors, including: • Phone, text and email • Website • Mobile device application	
Clinical services	Telephone assessment and referral using evidence-based evaluation tools for: • Addictions • Depression, anxiety and stress • Relationship and parenting issues Up to three (or six) short-term problem-resolution sessions per presenting problem per year (sessions are available by in-person, phone, video or text).	
Case management	Coordinated telephone intake, case management and follow-up by one master's level counselor ensure continuity in services and delivery.	
Clinical referrals	Referrals are provided to experienced, licensed/credentialed counselors in the employee's community.	
WorkLife services	• Legal and financial services • Identity theft consultation services • Childcare, eldercare, adoption and education • Daily living resources	
Online and mobile resources	• Employee website: articles, self-search locators, financial calculators, online legal documents, health assessments and more • HR and People Leader information available online • Mobile application: on-the-go information and access to EAP services	The app is available for free on iOS and Android devices. Just search Health Advocate or scan the QR Code. 
Management consultation services	• Toll-free, 24/7 unlimited management consultations on troubled employees in the workplace and case management support following a referral to the program • Follow-up with HR/management to evaluate the effectiveness of the intervention • EAP and Drug-Free Workplace policy development consultations	
Utilization reports	Electronic reports available on request	
Communication materials	Resources include EAP brochures, poster, monthly newsletters, monthly webinars and manager email pushes.	
Critical incident stress management/ disruptive event management services	• Unlimited telephonic support • 10 hours of on-site crisis support, per incident, in the event of a catastrophic workplace incident affecting a group of employees (e.g., robbery, assault, employee injury or death in the workplace)	
Additional on-site services	Available on a fee-for-service basis	

For costs and more complete details, consult your Northwestern Mutual financial representative, as applicable.

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Northwestern Mutual is the marketing name for The Northwestern Mutual Life Insurance Company (NM), Milwaukee, WI and its subsidiaries.

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