

CLAREMONT EAP

Responding to the human factor in the world of work.

Fresno Unified School District JHMB Benefits Workshop EAP Review

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Claremont EAP

800-834-3773

www.claremonteap.com



What is an Employee Assistance Program?

- A proactive problem-solving resource that provides:
 - Assistance with a wide variety of personal concerns
 - An easy way to get help before an issue turns into a bigger problem
 - A positive resource that we all may need to use from time to time

Claremont EAP – The Basics

- Claremont has been the EAP for the District since 2009
- **Eligibility:** All employees, retirees, and dependents currently covered by the health plan - PPO or Kaiser
- Any family members or domestic partners living in the same household can also obtain services, effective 1/1/20.
- **Access:** All care must be pre-authorized by calling Claremont at: 800-834-3773
- **Hours:** 8:00 AM to 5:00 PM, M-F, PST
 - *Master's level clinician available 24 hours a day, 7 days a week for urgent issues*

Member Intake Experience

- Intake Counselors have in-depth knowledge of the District account and spend as much time as needed to create a positive experience for the member
- Multi-language and translation capabilities, including but not limited to English, Spanish, Hmong and resources for hearing-limited individuals
- Communication with members via phone, secure text message, secure email, website chat

Counseling

- 5 visits per member, per incident, per 12 months
- Help with problems such as:
 - Marital/family/relationship issues
 - Emotional issues like stress, anxiety, depression, grief
 - Work concerns
 - Substance Abuse
- Panel of licensed clinicians in private practice
- Day and evening appointments available
- Referrals to specialist close to work or home
- If needed, will coordinate with Halcyon or Kaiser for continuing care (Halcyon taking over for Avante on 1/1/20)

Confidentiality

- Confidentiality is vital to effectiveness
- No information disclosed without signed written consent
- Legal exceptions to confidentiality:
 - Suspected child or elder abuse
 - Danger to oneself
 - Threats of violence



Legal Services

- One consultation per issue, 25% discount
 - Divorce, child custody
 - Car accidents
 - Real estate issues
 - Estate planning
(Simple Will Kits)
- Exclusions
 - Any issue related to employment law
 - Workers' Comp/Disability claims
 - Action against employer-sponsored benefit plan



Financial Consultation

- One consultation per issue
- Budgeting
- Debt management
- Financial planning
- Tax questions
- First-time home buyer program
- Credit report coaching
- Identity theft program...and more

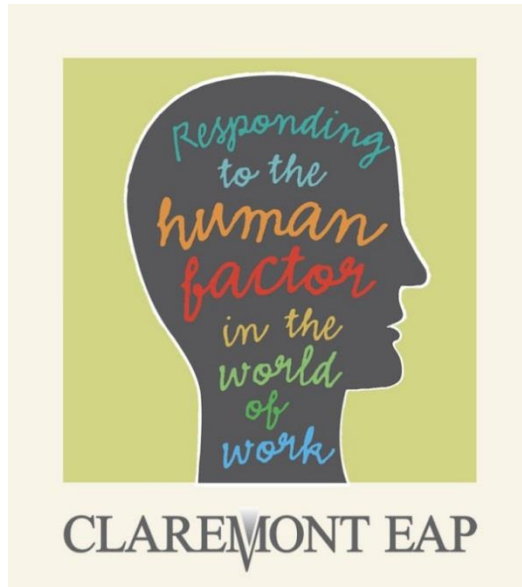


Work/Life Referrals

- Nationwide, unlimited referrals and consultations:
 - Child/elder care
 - School/college assistance
 - Adoption assistance
 - Convenience referrals
 - Wellness referrals
- Members are provided with report of local services that address specific needs



Claremont Personal Advantage



Claremont's *Personal Advantage*

CPA has over 20,000 online resources at your fingertips 24/7. Resources and tools include: information on health, finance, legal issues, personal growth, stress, emotional wellbeing, family life, and more; in the form of assessments, quizzes, videos, articles, FAQs, forms, calculators, and more!

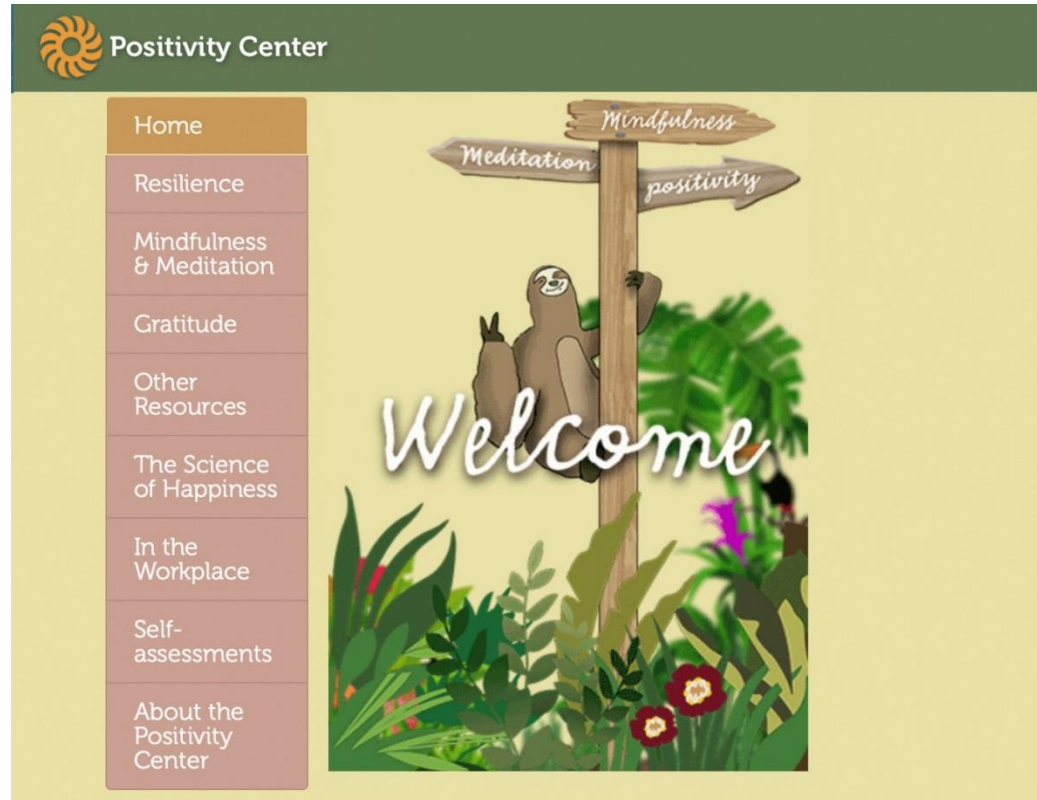
Please log in for one of our monthly webinars!

To register for Claremont Personal Advantage, visit:

www.ClaremontEAP.com

Company Name: FUSD

New! Positivity Center



Check it out! positivitycenter.org

Self-Care

- Care for yourself, or you cannot care for others
- Give yourself permission to take the time to care for yourself
- What is one change you can commit to today to take better care of yourself?

Why Not Call?

- Great way to care for yourself!
- Free/Confidential
- No paperwork or claims
- Experienced, friendly intake staff
- Commitment to do ‘whatever it takes’ to meet your needs
- Will coordinate with Halcyon/Kaiser for longer term care

Questions?

For free & confidential services, call

Claremont EAP:

800-834-3773

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positivitycenter.org

