

What to Expect When you Contact Carebridge

When you call Carebridge, you will be:

- Answered by a real person who is a highly trained and experienced call center Intake Coordinator.
- Asked by an Intake Coordinator for your name and your employer as well as other basic contact information. All information shared with Carebridge is confidential within the scope of the law. No information is provided back to your employer without your written consent.
- Asked for your insurance information so we can coordinate and assist beyond your allotted number of free counseling sessions or outside the scope of the EAP services.
- Asked how can we help; you just need to start sharing.
- Transferred to the appropriate Carebridge resource: Counselor or Work-Life Specialist based on your concern.

Counseling Assistance

- A Carebridge EAP Counselor will provide an assessment to determine the level of urgency.
- If you are in crisis, the counselor will provide in-the-moment assistance to help stabilize your situation and direct you to appropriate support. This may include scheduling a same day appointment, contacting someone to be with you, or calling 911.
- If you are not in crisis the counselor will work with you in the moment to assist with your concern.
- If additional assistance is needed you will be matched with the appropriate pathway to care based on your personal preferences. In-person, video, telephonic, and chat-based counseling sessions are available within our diverse network of providers.
- You will contact the provider and set up an appointment to begin your allotted number of free sessions.
- You will be reminded to call Carebridge at anytime if you have questions, need support, have difficulties making an appointment, or if you feel the providers aren't a good fit.
- A Carebridge EAP Counselor will follow-up through your preferred method of contact to be sure your needs are met.
- If your preference is in-person and wait times for an initial appointment are a concern, you will be offered telehealth options while you wait.

Work-Life Assistance

- You will be connected to a Work-Life Specialist who will listen to your needs.
- They will begin to research available resources in your area which will meet your unique situation.
- They will contact you via your preferred method to provide the resources they have discovered. This can take 1-5 days depending upon how complicated the need might be.
- You will review the resources and referrals to make the best decisions for your family.
- If the initial situation changes, you can call back for unlimited Work-Life Support.

Life Coaching Assistance

- A Carebridge EAP Counselor will provide a telephone assessment to determine if a Certified Life Coach is appropriate for your concern.
- You will be provided with the Carebridge Life Coaching Scheduler to set up your appointment.
- You will receive up to 6 sessions with the Certified Life Coach.

Other Methods to Contact Carebridge

- Carebridge EAP App—click to call or chat for a call back.
- Secure member website myliferesource.com
- Email via clientservice@carebridge.com to request a call. A Carebridge Counselor or other specialist will contact you depending upon your need. This contact method is not appropriate for crisis situations and should NOT be used.

For all Counseling and Life Coaching assistance provided; once you've exhausted your number of sessions you will be asked to fill out a Satisfaction Survey. If at any point prior you experience dissatisfaction, you can call Carebridge and our Quality Assurance Team will assist you with the concern.