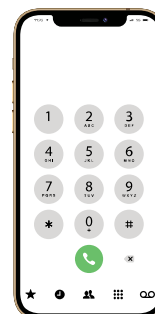


How to Access Services



1 Call 800-327-2251

Free, confidential, in-the-moment support is available 24/7 to help with personal or work-related problems that may interfere with your job or family responsibilities. A BHS Care Coordinator will confidentially answer your call, understand your need, assist with any emergencies and connect you to the appropriate resources. They will then follow up with you to ensure your satisfaction and progress.



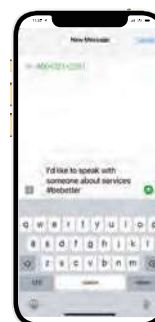
2 Text 800-327-2251

Text BHS to ask a question about the program, get in-the-moment support (routine needs only) or initiate services. All texts will be answered within one (1) business day.*

To start a conversation, simply send a text and use one of the following hashtags:

#BEBETTER to connect with a master's level Care Coordinator

#WORKLIFE to connect with a Work-Life Resource Specialist



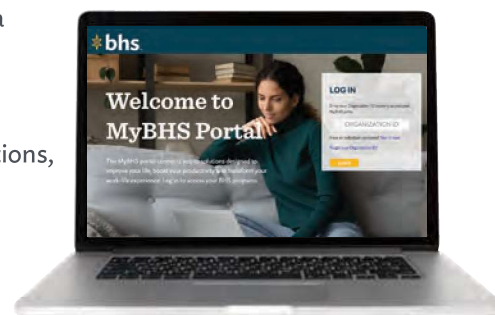
3 portal.BHSONline.com

The MyBHS Portal provides access to services, contains information about your program and offers unlimited access to thousands of tools, resources and trainings on a variety of well-being and skill-building topics.

Connect with a BHS Care Coordinator

Live Chat connects you with an available BHS representative to answer questions, provide in-the-moment support or to initiate services.

Or, fill out the **Service Request Form**** and a BHS representative will respond within one (1) business day.



4 The BHS App

One-touch Dialing - Call our toll-free number 24/7 to speak with a BHS Care Coordinator for urgent needs.

Ask a Question - Submit a question or request services and a BHS representative will respond within one (1) business day.

Access the MyBHS Portal - Contains information about your program and unlimited access to thousands of tools, resources and trainings on a variety of well-being and skill-building topics.



BHS



* Text messages are answered during regular business hours, Monday-Friday 8 a.m.-8 p.m. ET, excluding holidays. Text users must be 18 or older. Not available for California residents. Text services are not intended for emergencies or urgent issues - please call 9-1-1 or 800-327-2251 for immediate help.

**Individuals under the age of 18 are invited to call our toll-free service line to request services in lieu of online requests due to age of consent laws that vary by state.



Employee Assistance Summary of Services



ASSISTANCE
by **bhs**

What is an EAP?

Provided by BHS, your Employee Assistance Program (EAP) provides you and your household members with **free, confidential, in-the-moment support** to help with personal or professional problems that may interfere with work or family responsibilities.

What Happens When You Call the EAP?

A Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call; assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*

Common Reasons to Call Your EAP

Relationships	Life Events	Risks	Challenges
Boss/ Co-worker	Birth/Death	Burnout/Anger	Daily responsibilities
Customers	Health/ Illness	Depression/ Anxiety	Financial/Legal
Friends	Marriage/Divorce	Suicidal thoughts	Parenting
Spouse/Kids	Promotion/ Retirement	Substance abuse	Stress/ Conflict

PROGRAM FEATURES:



Program Cost

This benefit is provided at NO COST* to you and is paid for by your employer.



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.

Information about your problem cannot be released without your written permission.



Available 24/7

Services are available 24-hours a day, 7-days a week via a toll-free number.

Help is just a phone call away.

Call or text to access services.

800-327-2251

MyBHS Portal

The mobile-friendly MyBHS customer portal provides access to more than 500,000 tools and resources on a variety of well-being and skill-building topics.

Features:

- ✓ Program Information
- ✓ Access to Services
- ✓ Announcements
- ✓ Assessments
- ✓ Café Series Webinars
- ✓ Training Center
- ✓ Calculators
- ✓ Legal Forms
- ✓ News & Tips
- ✓ And more...



Access the MyBHS Portal
online or via the app.

portal.BHSONline.com

ID: **THEBREAKERS**



BHS



* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.