

Auburn University Employee Assistance Program

Effective January 1, 2024

Administered by



Living a healthy, satisfying lifestyle includes your physical health and emotional well-being. However, life can be a challenge as you juggle the demands of work, home, and other obligations. Auburn University helps you achieve balance in your life by providing EAP services.

What an EAP Is

An EAP is an employer-sponsored service providing a variety of support programs to you concerning work-related difficulties, as well as problems originating outside the workplace when such troubles affect your work attendance or on-the-job performance.

What an EAP is Not

An EAP does not provide counseling, treatment for clinical diagnoses, or other psychiatric services. If you are in need of such services, please refer to your medical benefit plan.

Eligibility

EAP services are available to you and your eligible dependents. Please see your Human Resources representative for the definition of eligible dependent.

Cost

Services are provided 100% by Auburn University at no cost to you and your eligible dependents.

Covered Benefits

Assessment and Referral Services

You and each of your eligible dependents can receive up to six (6) free sessions per plan year for issues that do not involve clinical diagnoses. These issues include, but are not limited to:

- Grief and loss
- Coping with change
- Marital/family issues
- Interpersonal relationship difficulties
- Stress-related problems
- Addiction assessment and referral
- Referrals to other professionals when necessary
- Telephonic support from Uprise Health staff clinicians

Assessment and referral services are provided by in-network masters level professionals and require pre-authorization. To find an in-network provider call Uprise Health at 1-800-925-5EAP (5327). Our associates will assist you in finding a provider and/or obtaining pre-authorization.

Work/Life Services

There may be times that you need assistance in locating additional resources to help balance your work and personal life. Your EAP provides access to the following services:

- Community Support Resources: access to referrals to thousands of community resources including 12-step groups, community mental health agencies, support groups, and more
- Eldercare Support Services: referrals for eldercare; resources and materials on retirement, housing concerns, grief and loss, disaster support, Medicare/Medicaid, and respite



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- Financial Counseling Services: one (1) session with a certified financial professional with access to a 15% discount for future services and/or local community referrals to other financial advisement resources
- Legal Counseling Services: one (1) comprehensive legal consultation with access to a 25% discounted rate for future services. You may also receive an up to six (6)-page document review and complimentary simple will preparation. Note: These services do not apply to employment issues
- Online Services: The Uprise Health website allows you to navigate services offered, download the EAP app, access webinars and resources, understand your benefits, take surveys, and much more. Please visit <https://members.uprisehealth.com/auburn/>

Uprise Health EAP Application

Your Digitally Enabled EAP comes with access to the Uprise Health platform that is designed to help reduce stress and keep you healthy. Bite-sized learning is available from your desktop or mobile app, and includes skills training to develop your resilience, stress management, and mental fitness. Available in Google Play, Apple App Store, and via web browser by visiting app.uprisehealth.com.

- Access is confidential.
- Visit app.uprisehealth.com or download the Uprise Health app on Google Play or Apple App Store.
- Create an account with your email and the assigned employer code [auburn](#).
- Complete the Wellbeing Check and receive your wellbeing score.
- Receive your own personalized recommendations.
- Get started on your mental health and skill building with videos, audio, and interactive exercises based on your personal preferences.
- Up to 3 sessions with a coach via phone

Personal Advantage

Personal Advantage is an online tool that contains more than 20,000 articles and interactive modules involving work/life topics such as emotional well-being, family life, health, financial, legal, personal growth, and stress. Some popular items on the website include downloadable will kits, financial calculators, and parenting articles. Visit <https://members.uprisehealth.com/auburn/> and navigate to the Work-Life sign in area at the bottom of the page, and register using the company name [auburn](#) to create your username and password. You can also access the Work-Life site directly from the Uprise Health EAP app once you have registered your app account.

Online Peer Support Groups

Get support when and where you need it. Join an Online Peer Support Group to learn about new ways to deal with challenges in a safe and caring environment. When you're not feeling well, sometimes the last thing you want to do is travel somewhere to get help. Online support comes to you, when you need it, wherever you are. Join an online support group with others who have similar issues and can offer you ideas, support, and encouragement. Support groups from Uprise Health are easy to access by computer, tablet, or smartphone. They are an Uprise Health enhancement provided by your employer. Attend 6 free, confidential online sessions in a group that suits your needs:

- Addiction Recovery
- Anxiety
- Depression
- Frontline Workers
- Grief and Loss



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- Parenting

Register for an Online Support Group by Simply calling Uprise Health to get started. Our Uprise Health care team will quickly register you online. Each group is led by a specially trained Peer Specialist or Recovery Coach who helps everyone get the support they need.

Exclusions

The following are excluded from your EAP services:

- Services that are not pre-authorized
- Services by an out-of-network provider
- Assessment or other services beyond the noted limits
- Psychological testing
- Career aptitude and placement services
- Outplacement counseling and services
- Psychiatric services

Confidentiality

All EAP consultations and referrals are confidential. It is vital for you to know that Uprise Health always maintains your privacy per state and Federal regulations. We only share aggregated statistical data with Auburn University, and we will not share any private information without your written permission. The only exceptions are when the life or safety of an individual is seriously threatened or if disclosure is required by law.

Notice of Nondiscrimination

Uprise Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Uprise Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters and in formation written in other languages

If you need these services, contact Uprise Health at 1-800-677-4544. If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, or by fax.

IMPORTANT: See the Important Contact Information section of this Handbook for address, telephone and fax information.

Send grievances to the attention of Compliance & Quality Improvement. When initiating a grievance by fax, please use the Clinical Services fax number.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:



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U.S. Department of Health and Human Service
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019
1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Billing & Payment: Filing a Claim

There are no claims for you to file. It is important for you to receive an authorization for services so your in-network provider may file a claim. Once authorized, you will have no cost associated with the services provided through your EAP.

Important Contact Information

Please call Uprise Health for assistance with any questions you have concerning the provisions outlined in this EAP benefits summary. If needed, a translation service is available to assist you.

Address:

Uprise Health
2 Park Plaza Suite 1200
Irvine, CA 92614

Telephone and Fax Numbers:

1-205-879-7957
1-800-925-5EAP (5327)
Fax: 205-868-9625

Web Site:

www.uprisehealth.com

TTY Services for the Hearing or Speech Impaired

Call the Nationwide Relay Service at 711

The Uprise Health Member Portal

The Uprise Health Member Web Portal allows you to take charge of your benefit information. The portal gives you additional access to services and ease of obtaining network provider information.

Other actions you can perform through the Member Web Portal include:

- Requesting EAP Authorizations;
- Searching for Providers in-network;
- Submitting Claims for Reimbursement;
- Changing Demographic Information;
- Tracking Requests; and
- Contacting Uprise Health.

You can also view the following information:

- Authorizations;
- Claims;
- Pending Requests;
- Explanation of Benefits (EOB's);
- Coverage and Benefits Overview; and
- Detailed Coverage and Benefits.



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To register for the Member Web Portal, go to <https://members.ibhsolutions.com/> and click "Don't Have an Account? à Register Now!" under the Member Portal Login section. Enter your Last name and Date of Birth and press "Next." **Verify your Health Plan matches your employer name** and click "Next." Once you submit your information, it will be validated for access. An e-mail notification will be sent to the address you provide. Please note that each member and/or dependent must register separately and have his/her own login. Your log-in information is confidential. If you want to exclude your information from this Web site in the future, call the Customer Service number Monday - Friday during business hours.

Foreign Language Assistance

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-216-3144 (TTY: 711)

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-216-3144 (TTY: 711)번으로 전화해 주십시오.

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-855-216-3144 (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-216-3144 (TTY: 711).

Arabic: انتباه: إذا كنت تتحدث العربية، توجد خدمات مساعدة فيما يتعلق باللغة، بدون تكلفة، متاحة لك. اتصل بـ 1-855-216-3144 (الهاتف النصي: 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-216-3144 (TTY: 711).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-216-3144 (ATS: 711).

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-216-3144 (TTY: 711).

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હોય, તો ભાષા સહાયતા સેવા, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-855-216-3144 પર કોલ કરો (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-216-3144 (TTY: 711).

Hindi: ध्यान दें: अगर आपकी भाषा हिंदी है, तो आपके लिए भाषा सहायता सेवाएँ नि:शुल्क उपलब्ध हैं। 1-855-216-3144 (TTY: 711) पर कॉल करें।

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທ 1-855-216-3144 (TTY: 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-216-3144 (телетайп: 711).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-216-3144 (TTY: 711).



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Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-216-3144 (TTY: 711).

Turkish: DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-855-216-3144 (TTY: 711) irtibat numaralarını arayın.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-216-3144 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-216-3144（TTY: 711）まで、お電話にてご連絡ください。



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