

Member Benefits Summary – NORTHERN RIVERS FAMILY SERVICES

Below are the allowable quantities of services available to you and to each of your immediate family members

Service Item	Per Member	Description of Services / Definitions
FREE MEMBER SERVICES		
EAP Counseling	6	Confidential, solution focused, in person, telephonic or video based services with a professional EAP counselor
Dietary Therapy	1	Scheduled in-person counseling session with a Registered Dietitian/ Nutritionist (RDN)
Legal Referrals	1	<ul style="list-style-type: none"> Free ½ hour phone-based counseling session with an attorney Free Document Review (max of 6 pages) Free Simple Will (per NYS definitions) 25% discount on hourly rates
Financial Referrals	1	<ul style="list-style-type: none"> 30 minute telephone-based consultation with a financial advisor 25% discount on rate
Life Coaching	1	Scheduled in-person session with a professionally trained Life Coach
Group Smoking Cessation	1	Participation in SPHP 7-week “The Butt Stops Here” group smoking cessation program
Phone-based Supportive & Crisis Counseling	Unlimited	24/7 telephonic access to an on-call counselor (Calls that exceed 30 minutes may be deducted from EAP Counseling sessions)
Life-Balance Plus	Unlimited	<ul style="list-style-type: none"> Support and locator assistance for aging parents/eldercare case management, children with special needs, and individuals with disabilities Inpatient referral services for addictions, mental health treatment services and medication management
Employee Resource Navigation (ERN)	Unlimited	Phone-based guidance locating and managing childcare, child support, food assistance, DSS and Medicaid, bank levees, domestic violence, utility disconnections, housing, transportation, immigration and more
Online Resources	Unlimited	<ul style="list-style-type: none"> Access to exclusive mental health articles and archives Non-crisis email and web-based support On-demand EAP orientation videos
Online Mental Health Screenings	Unlimited	24/7 access to online mental health screenings for depression, anxiety, etc.
Monthly “MENTOR” Newsletter	12	The Mentor provides articles written by Capital EAP counselors about mental health, nutrition, fitness, and much more.
Open Workshops	Unlimited	Participation in all Capital EAP Behavioral Workshop classes
The Center for Problem Gambling	Unlimited	The Center for Problem Gambling at Capital Counseling provides counseling, support and guidance to problem gamblers and those involved in the lives’ of the problem gambler
DISCOUNTED SERVICES		
Partner services subject to change and/or cancellation without notice		
Excelsior College	<input checked="" type="checkbox"/>	Discounts on tuition and fees for both undergraduate and graduate programs. Go to www.capitaleap.org/partners for details
GlobalFit	<input checked="" type="checkbox"/>	Lowest rates on participating gyms and health centers, and purchases of exercise equipment with GlobalFit membership
Liberty Mutual	<input checked="" type="checkbox"/>	Exclusive discounts through Liberty Mutual insurance



For assistance or more information about your benefits, go online at www.capitaleap.org, or call (518) 465-3813 and select Option 2. You must contact Capital EAP for partner discounts.



Whole Family Coverage

At Capital EAP, all of the members of your immediate family are covered including your spouse or domestic partner, any legal dependents including children and grandchildren, and any adult family members that you are caring for in your home.



Confidential

Capital EAP is a clinical organization separate from your employer. Your privacy and the use of our services are protected under Federal HIPPA laws. Your employer will never know when you use Capital EAP.



24/7 Access

Capital EAP provides support 24 hours a day, 7 days a week. Whether it's a crisis or a simply request for information, a professional is always available when you need them.



Telephone Access

Telephone support is available for every service we offer – from counselors to nutritionists, financial consultants, wellness coaches and even personal trainers.



Easy Access to Counselors

You can access counseling how and when you need it. In person, phone-based, and through the web.



Counselor Chat and Interactive Services

Not only can you chat with counselors online, Capital EAP provides you with online request forms and anonymous, interactive online health screenings that are answered by live, professional psychotherapists.



Health and Wellness

Your Capital EAP benefit includes access to smoking cessation programs, dietitians, nutritionist, personal trainers and even spiritual coaches to maintain a healthy balance of mind and body.



Work-Life Balance

What affects you outside of work, affects you at work. From financial and legal guidance, to assistance with community resources, aging parents, referral for treatment centers and medical specialists, Capital EAP a first stop for improving situations that distract and negatively impact your success in the workplace.



Crisis Services

Capital EAP maintains its own telephone-based crisis call center with a team of licensed counselors trained in crisis intervention and de-escalation.



Education & Training

Capital EAP provides comprehensive professional and personal skills training, educational classes and curriculums to address corporate compliance, supervisory skills development, individual improvement, and wellness and mental health education. Joining our open workshops is free to you and your family members. See the schedule and join online!

REGISTER ONLINE

To get the most from your Capital EAP benefits and to access all online services, be sure to register online at capitaleap.org.

When prompted, use Website Access Code **105289** to set up your account.