



# WELCOME PACKET

[www.neelyeap.com](http://www.neelyeap.com)



# ANNOUNCEMENT: Neely EAP is here for You!

Effective November 1 , 2025, Neely EAP (NEAP) will proudly serve as your new Employee Assistance Program (EAP) provider. We're excited to offer a wide range of free and confidential services to all employees of the **Mississippi Division of Medicaid**, as well as their immediate family members and dependents. Below is a summary of the support and resources now available through NEAP:

- **24/7 Clinician Access:** Speak with professionals anytime via phone, email, online chat, or video for immediate intake and assessment.
- **Structured Counseling:** Receive up to ten (10) sessions per year, per issue, with telephonic, face-to-face, or online options.
- **Work-Life Resources:** Get help finding elderly care and childcare services to maintain work-life balance.
- **Wellness & Leadership Training:** Programs to enhance physical wellness (exercise, nutrition, sleep) and leadership development.
- **Mindfulness Program (Aware):** Includes six (6) sessions for boosting focus, well-being, and engagement through coaching and resources.
- **Computerized CBT (cCBT):** Manage moderate anxiety, stress, and depression through this innovative tool.
- **Life Coaching:** Up to six (6) telephonic sessions to support personal and professional growth during transitions.
- **Employee Portal & Online Training Vault:** Access videos, legal forms, and other valuable resources.
- **Legal & Financial Assistance:** Guidance from professionals for navigating life's challenges.
- **iConnectYou App:** Instant access to counselors and resources via video, text, or chat.
- **Secure the Wheel Program:** Reimbursement for emergency cab fare when driving is not an option.
- **Nutritional Wellness Program:** Consult Certified Functional Nutritionists for personalized dietary support.
- **ManagerAssist:** Specialist telephonic consultations for HR/managers (requires HR referral).

We've attached detailed flyers about each service to provide further insights. In addition, we'll arrange a live EAP Orientation to help employees navigate and make the most of their updated benefits.

To access services, simply:

- Call us at **866-212-6096**
- Visit the dedicated Orientation Page at [www.neelyeap.com/mdom](http://www.neelyeap.com/mdom)

If you have any questions, feel free to email us at [admin@neelycounseling.com](mailto:admin@neelycounseling.com). We're here to help you make the most of your EAP benefits and look forward to supporting you on this journey.

## DESCRIPTION OF SERVICES

### 24/7 Toll-Free Helpline

Our services are available around the clock, 24/7, including nights, weekends, and holidays. We're committed to accessibility and offer our services in both English and Spanish.

- Our team comprises Master's level counselors who are dedicated to answering live calls. They are well-trained to assist callers with clinical issues and guide them to the right Work-Life services tailored to their needs.
- Our counselors are equipped to provide comprehensive services, including information, assessments, action planning, crisis intervention assistance, short-term problem resolution, and referrals. For urgent issues, we offer 'In the Moment Counseling,' leveraging the expertise of our counselors. We also have emergency access instructions to swiftly connect callers with crisis intervention counselors.
- In our commitment to accessibility and inclusivity, we provide an ADA-compliant telephone line for our clients. Additionally, we have counselors who specialize in providing services for the hearing impaired, ensuring everyone can access the support they need.
- Beyond phone-based support, employees also have multiple options to access our program, including instant messaging via our website as well as through email. Furthermore, our iConnectYou app offers convenient alternatives for communication, including phone, video, instant messaging, and SMS text, providing users with flexibility in how they engage with our services.

### Free Counseling Sessions - Couch Time Check-In

As part of our benefits, you can access **1 to 10 free, confidential counseling sessions**. We highly encourage you to consider scheduling a 'Couch Time Check-In.' This is an annual or biannual mental health checkup with one of our mental health providers. During these appointments, our providers will assess a wide range of issues, including anxiety, depression, marital discord, burnout, stress levels, and job satisfaction. These conversations can take place in a safe and confidential environment.



We believe these preventive services are valuable in identifying employees who may require assistance but might not naturally seek it out. Additionally, since employees can

access these services even if they don't currently feel distressed, Couch Time Check-Ins have the potential to help break the stigma often associated with mental health.

## Work-Life Services

We offer our employees a range of work-life services aimed at addressing practical challenges in achieving a healthy work-life balance. Our work-life services encompass consultation, educational information, and local provider resources that cover various topics, including, but not limited to:

• Child care	• Household services
• Adoption	• Pet care
• Special needs	• Travel
• Education	• Moving/Relocation
• Elder	• Housing
• Health and wellness	• Emergency services

When you contact our dedicated call center, we conduct a thorough assessment to better understand your specific needs and requirements. Once we gather this information, our team of work-life specialists reaches out to local service providers, carefully screening them against the criteria you've specified. Within three business days, we provide you with an email containing three to five confirmed and matched contact details for licensed and registered providers, as applicable to their respective fields. Additionally, we include relevant educational materials, such as tip sheets, checklists, and handbooks, to further support you in addressing your specific needs.

## Wellness and Leader Development Training

At NEAP, we are committed to keeping EAP participants actively engaged with our services by offering a variety of live seminars and webinars every month and on a quarterly basis. Our aim is to provide up-to-date and engaging content that resonates with your employees.

To further promote mental health and wellness among your workforce, NEAP will also distribute a regular newsletter, serving as a valuable touchpoint for employees. Our training topics are thoughtfully derived from seven core themes: Resiliency and COVID, Mental Health, Personal Growth, Physical Health, Diversity Inclusion, Financial/Legal, and Leadership.



Each month, we will share a free registration link for these sessions with your employees. We have partnered with dynamic and engaging speakers to deliver insightful material that will benefit participants. For more details, please refer to the attached 2023 Neely EAP training calendar.

## Aware

Our unique mindfulness program, known as Aware, offers an alternative and holistic approach to supporting participants who are dealing with life-related stress, pain, and

challenges in maintaining focus and concentration. It's also designed for individuals seeking to enhance their awareness and commitment to intentional living.

Aware takes a personalized approach to apply mindfulness practices to various aspects of life. It teaches participants how to become more fully engaged, reduce distractions, and effectively manage stress. This program aims to cultivate focused and resilient employees, ultimately leading to increased engagement and productivity in the workplace.

Throughout the program, participants engage in six weekly sessions led by specially trained health and wellness professionals. These sessions provide one-on-one support and equip participants with electronic resources for self-guided individual practice. To track personal progress, assessments are conducted both at the beginning and upon completion of the program, offering measurable outcomes that demonstrate personal growth and development.

### **Computerized Cognitive Behavioral Therapy (cCBT)**

cCBT is our case manager-assisted self-help program designed to assist individuals dealing with mild to moderate anxiety, stress, and depression. This online program offers a comprehensive approach by providing education, suggesting techniques, and offering tasks specifically tailored to guide participants toward positive therapeutic outcomes.

The program consists of several modules, including 'Introduction to Cognitive-Behavioral Therapy (CBT),' 'Self-Esteem and Thinking Styles,' 'Low Mood and Depression,' 'Stress and Anxiety,' and 'Coping and Resilience.' It allows users to progress at their own pace and encourages regular interaction with the application. Participants are encouraged to monitor their perception of personal well-being, close family relationships, work, and social roles throughout their journey.

The course includes seven online CBT sessions and offers email and/or telephone support from qualified counselors. Participants who engage in this computerized Cognitive-Behavioral Therapy (cCBT) program have unlimited access for six months and can complete the sessions as often as needed within that timeframe. To ensure the program meets their needs and goals, a cCBT case manager conducts follow-ups with participants, addresses their queries, and reviews their progress. Additionally, users have the flexibility to contact a case manager anytime to discuss their progress or seek guidance.

### **Life Coaching**

Our Certified Telephonic Coaches are dedicated partners who engage participants in a thought-provoking and creative process to help them navigate life transitions and unlock their full personal and professional potential. This coaching program covers a wide range of areas, including career development, performance enhancement, mentoring, work-life balance skills, managing change and transitions, stress management, and time management skills.

The life coaching experience typically spans three to four months and follows a structured six-session model. In the initial 45-minute session, the participant collaborates with the coach to establish a clear vision, define their goals, and create a

tailored action plan. Subsequent follow-up coaching sessions, each lasting 20 minutes, are designed to ensure that the participant stays on track towards achieving their desired objectives.

To accommodate the participant's schedule, coaching calls are conveniently scheduled. In addition to telephonic sessions, coaches provide valuable support through email communication, sharing relevant resources, and conducting progress check-ins. This comprehensive approach aims to empower individuals on their personal and professional journey.

## Employee Portal and Online Training Vault

Our employee portal serves as a valuable complement to the telephonic and face-to-face services offered through our Employee Support Program. This portal is designed with inclusivity in mind, offering versions in 27 dialects and providing culturally appropriate content categorized into the following sections: Parenting, Aging, Balancing, Thriving, Working, Living, and International.

Key features of the portal include:

- **Customizable Layout:** Users have the flexibility to customize the portal's layout and content to suit their preferences.
- **Multilingual Support:** The portal is available in both English and Spanish, ensuring accessibility for a diverse user base.
- **LiveCONNECT:** This feature enables instant messaging for direct access to NEAP's service delivery staff.
- **Content Divisions:** The portal is organized into seven content divisions, covering a wide range of topics relevant to employees.
- **Searchable Databases:** Users can access searchable databases for various services, including child care providers, elder care services, adoption resources, Certified Financial Planners, pet sitting services, colleges, and volunteer opportunities.
- **Financial Calculators:** The portal provides access to 40 financial calculators to assist employees with financial planning.
- **News for You:** Regularly updated news and announcements to keep employees informed about timely or urgent news.
- **Savings Center:** Offers a discount shopping program, allowing employees to enjoy up to 25% discounts on name-brand goods and services.
- **Relocation Center:** An interactive tool that lets users explore communities across the United States, providing essential statistics and a comparison feature.
- **Legal Forms:** Access to over 100 ready-to-use legal forms provided by Nolo.



Additionally, the portal also offers LiveCONNECT instant messaging with counselors or work-life specialists, powered by our Real Messaging Service (RMS), which supports simultaneous translation in over 100 languages, ensuring that language is not a barrier to accessing support and resources.

## Legal Assist

NEAP collaborates with a nationwide network of attorneys to offer employees comprehensive legal support for a wide range of personal legal concerns. Our legal consultation services cover virtually any legal matter, with the exception of disputes or actions involving an employee/dependent and their employer, as well as business-related issues.

We provide two distinct service options to address employees' legal needs:

**Telephonic Advice:** This option grants employees' access to a free 30-minute consultation with an attorney via telephone. During this session, employees can seek guidance and advice on their legal matters.

**Local Attorney:** In many cases, employees may opt for the local attorney option. Like telephonic advice, this option includes a free 30-minute consultation with an attorney. Additionally, if an employee chooses to retain the attorney's services beyond the initial consultation, they may often receive a 25% discount on the attorney's hourly fees.

## Financial Assist

Employees seeking financial services can initiate the process by completing a telephonic intake with one of our experienced financial consultants. During this intake, employees have the opportunity to discuss their specific financial concerns and issues. In many cases, our knowledgeable consultants can provide immediate assistance and guidance to address the concern effectively.

However, if the issue requires additional preparation, planning, or more specialized financial assistance, the financial consultant may recommend scheduling a detailed telephonic consultation with one of our qualified financial counselors. These counselors have the expertise to provide in-depth support in various financial areas.

Our financial services cover a wide range of topics, including:

- Money Management and Budgeting: Helping individuals manage their finances effectively and create budgets.
- Debt Management: Providing strategies and guidance for managing and reducing debt.
- Credit Counseling: Assisting individuals in understanding and improving their credit.
- Home Purchase: Offering advice and information for those considering buying a home.
- Student Loan Counseling: Providing guidance on student loan repayment and options.
- Bankruptcy and Foreclosure Prevention: Offering support to individuals facing financial hardship.

Additionally, our financial specialists are qualified to provide information and educational tips on preventing identity theft. They can also guide individuals on how to proceed when identity theft is suspected. Our aim is to empower employees with the knowledge and tools they need to navigate their financial challenges successfully.

## iConnectYou

iConnectYou is a NEAP smartphone application designed to provide users with seamless access to their benefits using various communication methods, including

phone calls, video chats, instant messaging, and SMS text messages. The app not only allows users to easily initiate contact with the program but also serves as a platform for structured telephone or video counseling sessions. Additionally, iConnectYou offers a wealth of self-help informational resources to assist users in managing their well-being. The app can be used in any country where the Google Play Store or the App Store offers smartphone applications. To access the full range of capabilities, users are provided with a unique access code. Furthermore, we provide an instructional video to guide users through the installation and usage of the app, ensuring a smooth and user-friendly experience.

## **Secure the Wheel**

At NEAP, we want your employees and their families to know that they have support in times when they may need it the most, even if it's related to any emotional issue. We understand that there are moments when driving might not feel comfortable or safe due to various circumstances, such as receiving distressing news about a loved one. In such situations, we want to ensure your well-being. Therefore, we offer a helpful solution: You can take a taxi or use a rideshare service of your choice. NEAP will reimburse you or your eligible dependent for the expense, covering up to \$50. Our goal is to provide you with the support and flexibility you need during challenging times so that you can prioritize your safety and emotional well-being.

## **Nutritional Wellness Program**

We often hear that 'we are what we eat,' and it's true that our food choices have a direct impact on our mood, overall health, and energy levels. However, maintaining a healthy and well-balanced diet can be challenging, especially when juggling a hectic schedule and family demands. The good news is that our Nutritional Wellness Services are here to assist you in achieving your nutritional goals.

Our Nutritional Wellness Services offer professional nutritional consultations designed to help you make positive changes in your diet and lifestyle. We have Certified Functional Nutritionists on board who are dedicated to assessing your eating habits, identifying dietary concerns, and answering any questions you may have. The best part? Your initial consultation is complimentary. We're here to support your journey towards improved nutrition and well-being.

## **ManagerAssist (HR Referral)\***

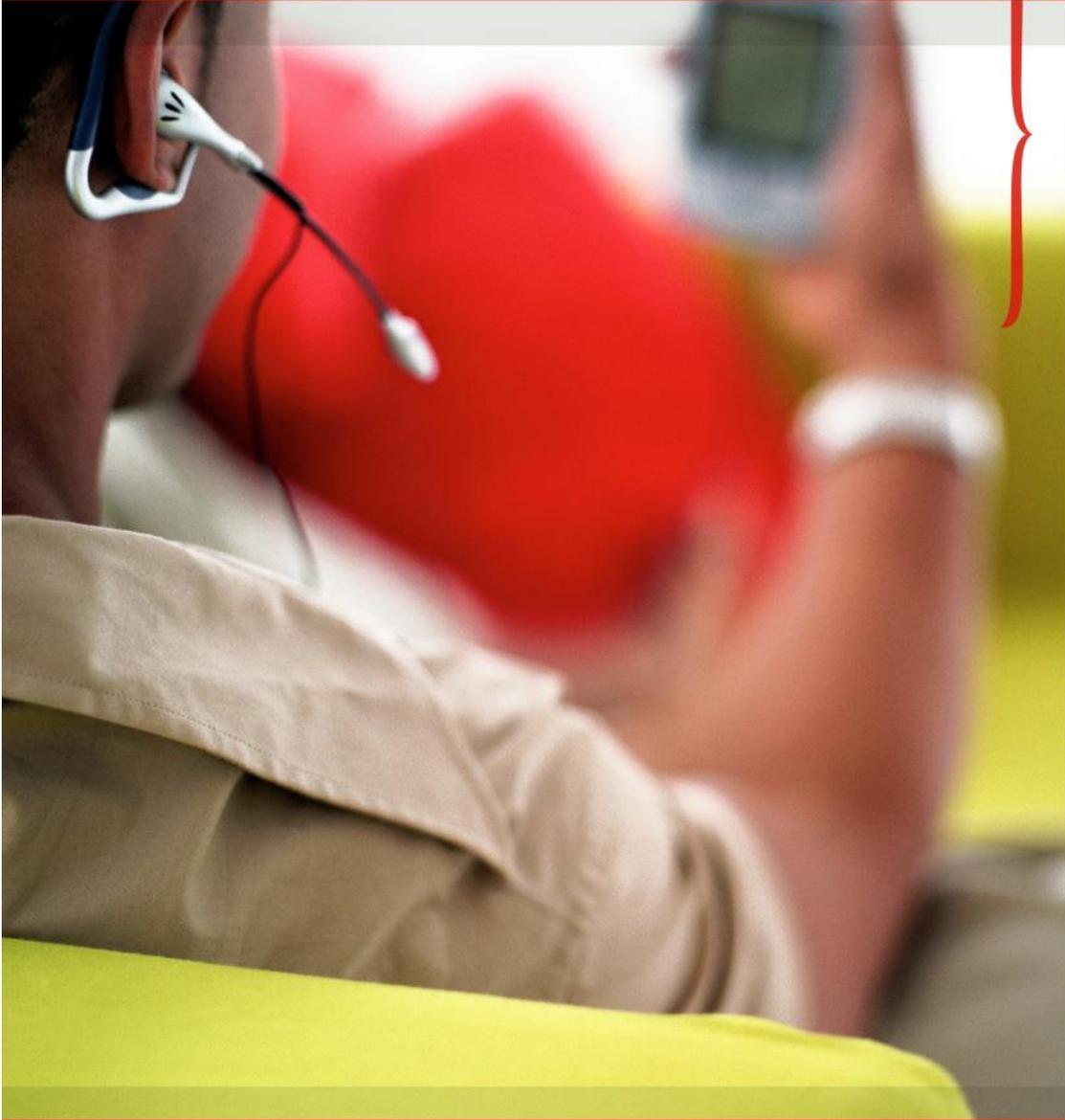
NEAP offers specialized support for managers through our telephonic ManagerAssist program. ManagerAssist is designed to empower managers with the knowledge and skills they need to encourage their employees to seek help for various challenges they may be facing. Our experienced counselors are well-equipped to provide assistance on a range of topics, including:

- Managing employee attendance and absences
- Addressing employee performance issues
- Mediating conflicts within the team
- Referring an employee to our support program
- Fostering team morale and cohesion

Please note that the ManagerAssist program requires a referral from an HR manager\*. We are here to assist managers in effectively navigating various workplace challenges and supporting their teams.

*Employee Support Program*

## TELEPHONIC COUNSELING



### FEATURES INCLUDE:

- 24/7 access.
- Short-term, structured counseling sessions.
- Services are completely confidential.
- Access from the privacy of your home or office—when and where you need it.
- Available to you or your family members.

Help from a counselor is just a phone call away with telephonic counseling provided as part of your Employee Support Program. These telephonic counseling sessions can be scheduled at a time that is convenient for you. Call from the privacy of your home or office and one of our helpful counselors will help you address issues that are making it difficult to manage at work or at home.

TOLL-FREE: 866-212-6096

WEBSITE: <https://neelyeap.helpwhereyouare.com>

COMPANY CODE: **MDOM**



*Real-Time Support For Real Living*

## EMPLOYEE SUPPORT PROGRAM



### FEATURES INCLUDE:

- Toll-free 24/7 telephonic access.
- Custom research matching local resources and providers to your specific needs.
- Support for you, as well as those in your family and/or household.
- Follow-up to be sure that the assistance met your complete satisfaction.

To help you make time for what matters most, you and your family have access to experts on child and elder care topics and skilled researchers to provide support for any work, personal, or everyday matter that's important to you and your family. We'll discuss your concerns, provide information on options, and then conduct research to find local resources to help you implement your action plan.

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## YOUR EMPLOYEE SUPPORT PROGRAM

# *Part of the family— support for your loving pet*

Pets add so much to our lives. For many of us, pets are an important part of the family. Your employee support program can help with a variety of useful tools for pet owners—as well as those considering pet ownership—such as location assistance for kennels, obedience training, and dog walkers. Some of our special features and informational resources include:

- Pet Finder Service
- Pet Sitter Locator Service
- Adoption and Selection
- Being an Advocate
- Caring for Pets
- Encouraging Good Behavior
- Nutrition
- Pet Transportation
- Safety

ALWAYS AVAILABLE. ALWAYS CONFIDENTIAL.



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# 2025 SEMINAR SCHEDULE

## MONTHLY SEMINARS

- 23 JAN Nourish to Flourish: How Nutrition Impacts Your Mental and Physical Health
- 20 FEB Relationships and Communication
- 20 MAR Remote but Connected: Strategies for Success and Balance in Remote Work
- 24 APR Bouncing Back: Developing Emotional Resilience in Challenging Times
- 22 MAY Mind Matters: Prioritizing Mental Health in Your Daily Life
- 12 JUN Thriving at Work: Strategies for Effective Performance Management
- 17 JUL Stress Less: Practical Tools for Managing Everyday Stress
- 21 AUG The Power of Soft Skills: Elevating Your Career and Relationships
- 11 SEP Breaking the Silence: Supporting Mental Health in Crisis Moments
- 23 OCT Money Matters: Reducing Financial Stress for a Healthier You
- 20 NOV Time Well Spent: Boosting Productivity and Managing Holiday Stress
- 18 DEC From Holiday Blues to New Year Renewals: Finding Joy and Focus

## LEADERSHIP DEVELOPMENT WEBINARS SERIES - IMPROVING COMMUNICATION

- 27 MAR Using Emotional Intelligence to Strengthen Communication
- 26 JUNE Turning Stressful Situations into Collaborative Solutions
- 25 SEPT Active Listening: Reducing Stress and Building Connections
- 30 OCT Building Trust Through Open Communication

Join us one afternoon a month for a complimentary 60-minute training webcast. These topics were specifically chosen to help you gain additional tools and strategies to remain resilient through these difficult times.





# 2025 QUARTERLY LEADERSHIP SEMINAR SERIES



Poor or ineffective communication often leads to stress and anxiety. We are committed to equipping leaders with the tools to address these challenges effectively.

Join us as we give leaders tools and strategies to improve communication.

*Each session will be packed with information that Leadership can use to grow and develop their current skill set.*

## LEADERSHIP DEVELOPMENT WEBINAR SERIES: IMPROVING COMMUNICATION

- 27 MAR** Using Emotional Intelligence to Strengthen Communication
- 26 JUNE** Turning Stressful Situations into Collaborative Solutions
- 25 SEPT** Active Listening: Reducing Stress and Building Connections
- 20 OCT** Building Trust Through Open Communication

*Resources for total wellbeing*

## Aware: A MINDFULNESS PROGRAM



### FEATURES

- Six telephonic sessions with an Aware specialist who is trained in mindfulness
- An individualized practice plan, tailored to your needs
- Opportunity to experience and learn mindfulness exercises within each scheduled session
- Electronic resources such as a practice plan journal, guided practice exercises and an additional resource guide

The Aware mindfulness program helps you learn to meaningfully engage in the present moment. It offers a research-based approach to stress management, which is derived from some of the world's leading experts in the field.

A specially trained Aware specialist will guide you through a step-by-step process to learn the skills you need to reduce stress, emphasize the present, establish greater mind-body balance and increase overall wellbeing.

TOLL-FREE: 866-212-6096

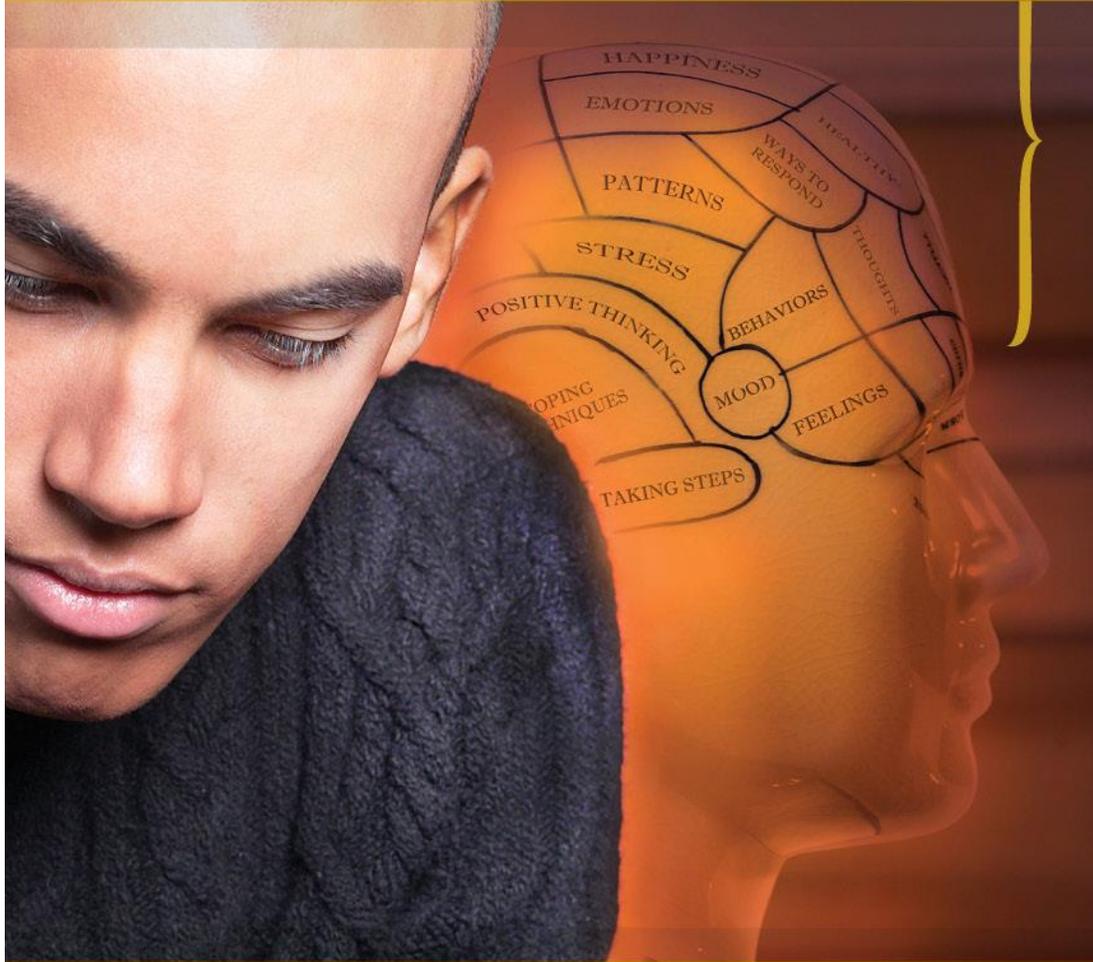
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COMPANY CODE: MDOM



## Employee Support Program

# COMPUTERIZED COGNITIVE BEHAVIORAL THERAPY



### KEY BENEFITS OF THE CCBT PROGRAM INCLUDE:

- An alternative way of receiving counseling, ideal for people used to accessing services online
- Effective for mild to moderate levels of stress, anxiety and depression
- Helps to improve quality of life, both in and away from the workplace

You now have a new way to obtain counseling through your Employee Support Program. For support with issues such as anxiety, stress, and depression, you can access computerized Cognitive Behavioral Therapy (cCBT). Weekly, online interactive sessions teach you how to apply CBT concepts to change the way you think about and perceive events, resulting in an improvement to your personal well-being, family relationships, and work and social roles.

The confidential cCBT program\* comprises seven sessions offered online over seven weeks. A qualified counselor will track your progress and guide you throughout via email and telephone support. Easy to use, with a personalized registration and login, this seven-week program utilizes video and multimedia to enhance your online experience. Call or e-mail us now to get started.

\* Prior to accessing cCBT, an assessment is made to ensure clinical appropriateness. In some cases, short-term face-to-face or telephone counseling, or other support/resource options may be more appropriate.

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WEBSITE: <https://neelyeap.helpwhereyouare.com>

COMPANY CODE: MDOM



*Employee Support Program*

# LIFE COACHING



## FEATURES:

- Have convenient telephone conversations with your Life Coach.
- Establish your vision, set goals and create an action plan in your very first meeting.
- Engage in up to 5 follow-up meetings to help recalibrate, refresh, and progress with your goals.
- Your progress towards any goal – career, parenting, relationship, time-management – can be enhanced by working with your Life Coach.

The path to personal and professional success is not always clear.

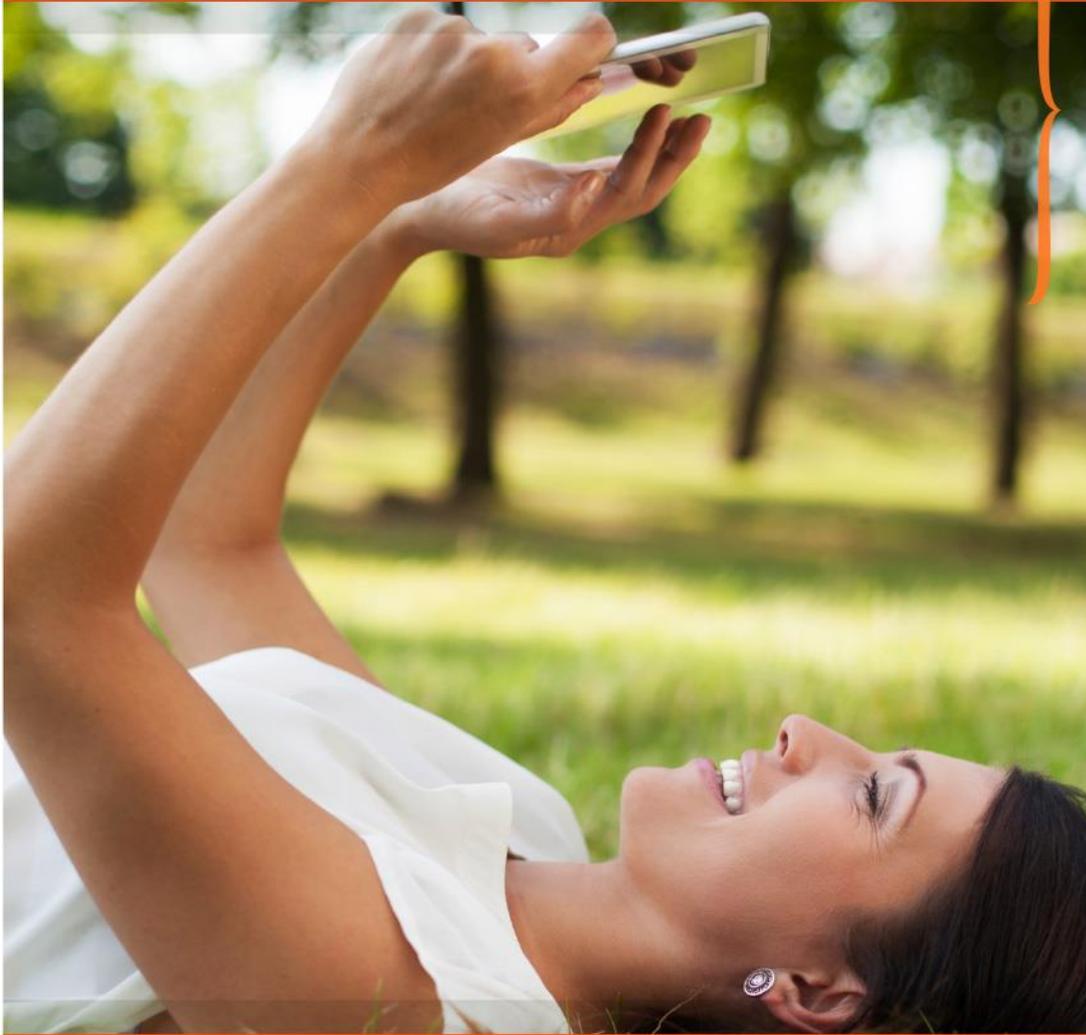
A Life Coach can help by guiding you through a thought-provoking, creative process of reflection and goal setting to maximize your potential and navigate life transitions.

TOLL-FREE: 866-212-6096  
WEBSITE: <https://neelyeap.helpwhereyouare.com>  
COMPANY CODE: **MDOM**



*Employee Support Program*

# MEMBER WEBSITE



## FEATURES INCLUDE

- Comprehensive library of topics including relationships, communication, emotional resilience, wellness, career, consumer tips, and more.
- Direct access to experts through instant messaging.
- Seven Content Divisions: Parenting, Aging, **Balancing**, Thriving, Working, Living, International

## Connect to resources and experts online

We often say that our services go beyond counseling.

Our website features comprehensive resource articles, assessments, and audio and video files covering emotional well-being, health and wellness, workplace issues, child care, elder care, adoption, and education. The site offers options to instant message with or email our experts or browse a robust library of articles and resources to support your well-being at every stage of life.

Resources and support are right at your fingertips with Neely EAP.

TOLL-FREE: 866-212-6096

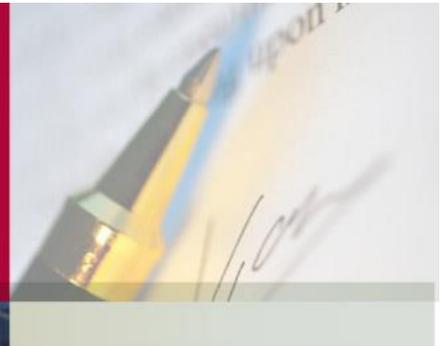
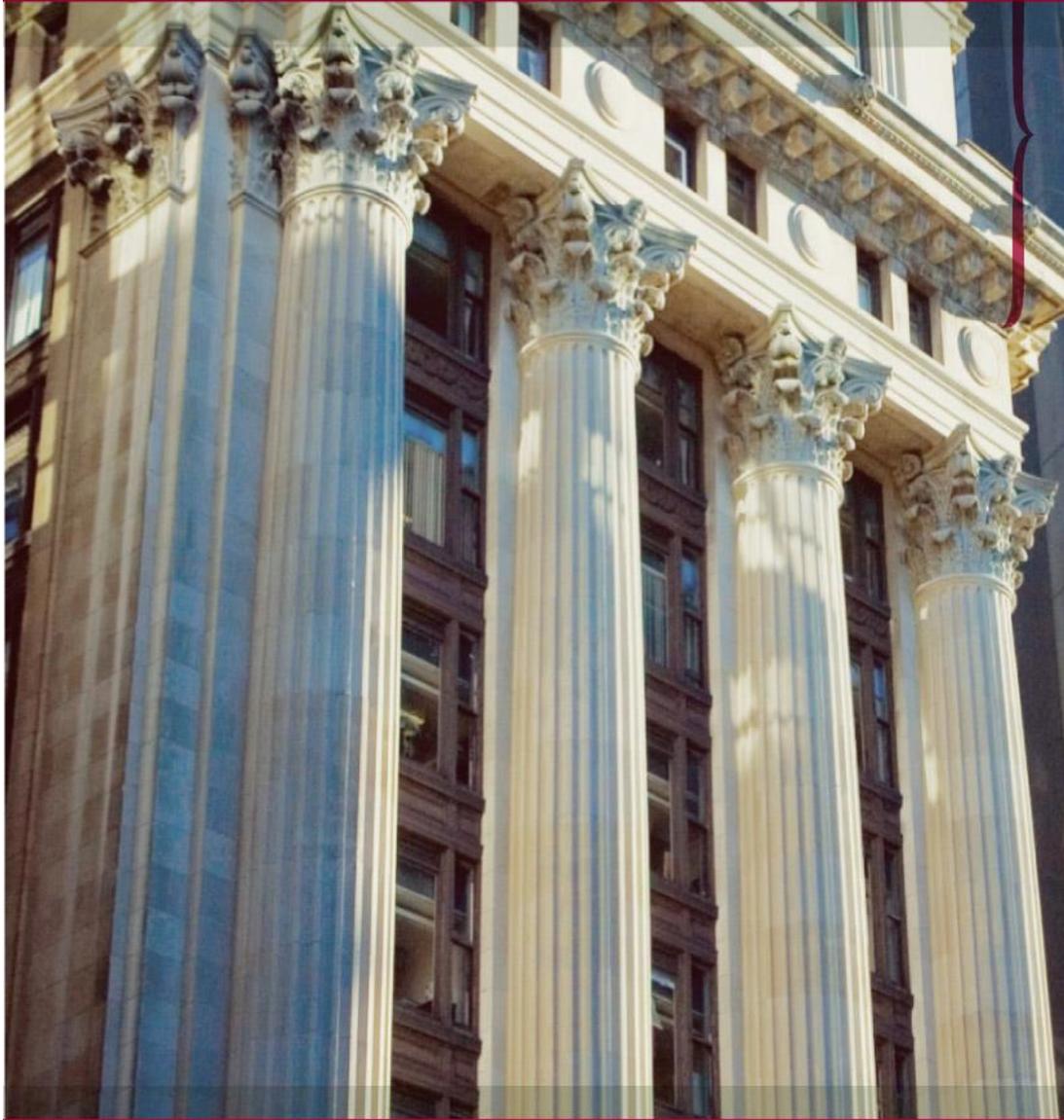
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*Employee Support Program*

## LEGAL AND FINANCIAL



### **LEGAL ASSIST**

Free half-hour consultation with an attorney on most legal issues. In most cases, discounted rates are available if further legal representation is required.

### **FINANCIAL ASSIST**

Free telephonic consultation with a financial professional on common topics such as

- Avoiding, responding to, and correcting identity theft
- Budgeting
- Buying a home
- Managing credit
- Saving for special purchases or life events (car, holidays, college, wedding)

### **LEGAL/FINANCIAL CENTER**

Easy access to vital legal and financial information, downloadable and customizable legal forms, and online resources to free credit monitoring and personal finance management tools.

When a legal issue, financial matter, or an instance of identity fraud disrupts your life, it can create substantial stress for you and your family. To help minimize the impact, your employee support program will assist you with managing the many complexities of these events. Through professional consultation, these programs can save you time, while providing valuable information and peace of mind.

TOLL-FREE: 866-212-6096

WEBSITE: <https://neelyeap.helpwhereyouare.com>

COMPANY CODE: **MDOM**



# Secure The Wheel

A Neely Employee Assistance Program **BEGIN.**  
Comprehensive Service



## Our Program

The Neely Employee Assistance Program (NEAP) is a benefit offered to employees to support their mental health and create a positive working environment.

NEAP cares about your employees and how their decisions can impact your company and their families, so offer a wide range of benefits to help reduce stress, improve morale, increase productivity, reduce turnover rates and FMLA claims, and improve your company's bottom line.

## Secure The Wheel

NEAP will reimburse EAP participants for cab fare (rideshare of their choice) in the event they are unable to operate their vehicle.

**Impairment to drive could be related to alcohol, substance, or severe emotional condition.**

This program is only available to employees and family members.

The service is available once per year per participant, with a maximum reimbursement of \$50.

Note: The following pay items are not reimbursable: tips, fees, or surcharges.

## What's Included

- ✓ Emergency Cab Fare Reimbursement
- ✓ Taxi or Ride Share of Your Choice
- ✓ Employee and Family Members
- ✓ Up To \$50 Reimbursement

Excludes Tips, Fees, or Surcharges

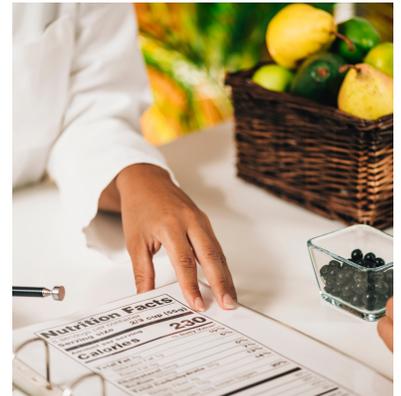
Stressed-out employees do not perform well, and this impacts your bottom line.

**Access Service** Call 866-212-6096 **Visit** [neelyeap.com](https://neelyeap.com)

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# Nutritional Wellness Services

## Wellness Resources



We are what we eat. Our food choices directly impact our mood, health, and energy levels. Maintaining a healthy and well-balanced diet can be challenging with a hectic schedule and family demands. Fortunately, our Nutritional Wellness Services can help you achieve your nutritional goals.

### How Can Nutritional Wellness Services Help Me?

Nutritional Wellness Services is a professional nutritional consultation service that can help you make positive changes in your diet and lifestyle. A Certified Functional Nutritionist will assess your eating habits, identify dietary concerns and answer questions to support your journey. Initial Consultation is complimentary.

**To participate in the service call: 830-255-7644**

**[Click here to schedule an appointment online](#)**

### Areas of Expertise

Receive help from a Certified Functional Nutritionist on a variety of concerns including:

- Adrenal Fatigue
- Autoimmune Disease
- Gut Health
- Metabolic Syndrome
- Pre-Diabetes & Diabetes
- Weight Loss/Gain

### Key Program Features

- Complementary initial consultation with a Certified Functional Nutritionist to assess your current eating habits and health status.
- 25% off all laboratory testing and nutritional packages.
- Access to HIPAA compliant mobile app with resources and private food journal.



# MANAGER ASSIST<sup>SM</sup>

*Sometimes managers need some help managing it all.*

As a manager, supervisor or team leader your employer expects you to handle a lot of responsibility at work, while also balancing personal and family obligations. To support you with these challenges your Manager Assist service is available to provide free, confidential information, referrals and counseling. Support is available on topics including work-life balance, recognizing troubled employees, discussing difficult subjects, workplace transition, handling grievances, stress management, referring employees to counseling, and more.

Your Manager Assist service is a free, confidential and independent resource to help you manage your employees, identify concerning employee behaviors before they become challenging, and help your team run more smoothly overall. Available any time, any day, by phone, email or online.

ALWAYS AVAILABLE, FREE, CONFIDENTIAL ASSISTANCE

**MANAGER ASSIST LINE:** 1-877-249-4751

**FAX NUMBER:** 1-866-240-3933

**EMAIL:** [admin@neelyeap.com](mailto:admin@neelyeap.com)



## What does my EAP include?

**ACCESS TO 24/7.** Our services are available 24/7. We are staffed to support incoming calls at night, on weekends, and holidays. Services are offered in English and Spanish. We offer *In The Moment Counseling* for urgent issues. We provide an ADA-compliant telephone line.

**Counseling Services.** 1 to 10 *Free, confidential*, In-person, and Virtual sessions of structured counseling per employee/family member per issue per year; available modes of counseling: telephonic, face-to-face, or online (video.) All services are available for household family members.

**Legal and Financial Support.** We contract with a nationwide network of service providers to provide consultation to employees regarding their legal and financial concerns.

**Member Website.** Our website features comprehensive resource articles, assessments, and audio/video files. The site also covers emotional well-being, health and wellness, workplace issues, child care, elder care, adoption, and educational content. Online Resources that support different languages (Spanish) and access to assessments, seminars, and live chat (LiveCONNECT.)

**Newsletters.** Monthly employee and supervisor newsletter with wellness articles and other resources. In addition, the newsletter will allow employees to register for upcoming events.

**Secure the Wheel.** Emergency cab fare reimbursement for situations when you're unable to drive yourself.

**Wellness App.** iConnectYou, allows users to engage with a counselor via phone, video, instant messaging, or SMS text, serving as both an access and delivery tool.

**Wellness Training/Development.** Onsite and live online training for employees and supervisors. The training topics are derived from seven core themes related to workplace well-being, including Leadership and Development. Close Captions added to all video content.

**Work-life resources.** Our work-life consultation and resource service provides practical assistance around a wide variety of issues, including but not limited to Child Care, Elder Care, Pet Support, and Daily Living Resources.

## Access Neely EAP Services

Your **Employee Assistance Program (EAP) provider is Neely EAP.** We understand that dealing with stressors in your personal and family life, as well as work-related stress, can be challenging. That's why we've teamed up with the **DOM** to create the Employee Assistance Program Services Program for you. We provide several options for you to access your free and confidential services.



**All benefits can be accessed by calling our 24/7 helpline**

- 866-212-6096
- 800-735-2989 (TDD)



**Member Website**

- [neelyeap.helpwhereyouare.com](https://neelyeap.helpwhereyouare.com)  
*Company Code: mdom*
- Register for Seminars and view On-Demand content
- Download forms and read articles
- LiveCONNECT, Real Messaging Service, response within 2 hours



**iConnectYou**

- Smartphone app
- Engage in benefits via phone, instant messaging and more



**Orientation Page**

- [www.neelyeap.com/mdom](https://www.neelyeap.com/mdom)
- [Download flyers](#)
- [Recorded EAP orientation](#)
- [Explore additional EAP features](#)

