

Employee assistance program (EAP) from TELUS Health

Your solution for stronger employee engagement

To support stronger investment in employee health and engagement, Kaiser Permanente is working with [TELUS Health](#) to offer employers an employee assistance program (EAP) as part of a total health solution. Through a robust national network, this program supports your employees' overall health by helping them improve their mental, physical, social, and financial well-being.

Why choose the EAP?

TELUS Health's service is designed to meet your employees where they are on their well-being journey and grow with them as your organization and business evolve.

What you'll get:

- An industry-leading consumer-grade app with direct access to a team of professionals
- A personalized content and user experience (group accounts are required for setup)
- Assessment tools to provide prescriptive content and digital program recommendations
- A tech-agnostic platform (mobile-first and website-friendly)
- Case utilization and platform participation reporting (when group size thresholds are met)
- 24/7 access to immediate crisis support and risk assessment
- Critical incident support
- Performance management support
- Online health and well-being program

About TELUS Health

TELUS Health is committed to building the healthiest communities and workplaces on the planet. They're a global health and well-being provider encompassing physical, mental, and financial health. Their team of nearly 10,000 is dedicated to helping solve pressing issues facing employers, employees, communities, and health care professionals around the world. TELUS Health is one of the largest companies providing digital-first health and wellness services and solutions that empower individuals to live their healthiest lives.

(continues)

How does your team benefit from the EAP?

Immediate one-touch access to 24/7 support and counseling

On-demand phone support from specialized, credentialed professionals. Immediately access live chat, video, phone, or an online group for secure, confidential virtual sessions.

Virtual or in-person counseling

Referrals to an extensive network of master's-level counselors and affiliates for virtual or in-person counseling. Number and type of counseling sessions may vary depending on group purchase.

Employee support

Tailored support for anxiety, depression, stress management, bereavement, personal relationship and family issues, addictive behaviors, anger management, or sleep hygiene.

The EAP also offers resiliency coaching, career support, preretirement planning, personal traumatic event response, and work-life solutions (including elder care, child care, financial, and legal consultations).

Management support

Support for managing employees (suicidal behavior or depression, workplace aggression or bullying, sexual harassment), mandated or monitored employee referrals, employee performance, manager personal growth (training, stress/absence management, appraisals), and workplace safety.

Critical incident support

Phone and on-site crisis management support, including counseling, leader training, and development of action plans, for critical or traumatic incidents.

Digital self-guided therapy (CareNow)

Specialized self-help resources based on cognitive behavior therapy principles, with user-friendly, interactive content, exercises, podcasts, meditation, and videos.

Searchable online content library

More than 1,800 articles, podcasts, infographics, and toolkits, with recommendations.

(continues)

How the EAP works

TELUS Health provides flexible pricing based on the level of service, number of visits, and preferred visit format. All models include 24/7/365 access to immediate crisis support and risk assessment. Additional services can be added as needed.

Services	Model	Pricing*
Short-term counseling, including: <ul style="list-style-type: none"> Stress and life management, depression, anxiety, grief, loss, anger, and violence Relationships, life changes, family matters, parenting Substance abuse, addiction, smoking cessation Career support and resiliency coaching Preretirement lifestyle planning Personal traumatic events Manager and key personnel consultations Work-life solutions	3 sessions with virtual visit formats (phone and video counseling)	\$0.66 per employee per month (PEPM)
	3 sessions with all visit formats (in-person, phone, and video counseling)	\$0.77 PEPM
	6 sessions with virtual visit formats (phone and video counseling)	\$0.89 PEPM
	6 sessions with all visit formats (in-person, phone, and video counseling)	\$1.12 PEPM

Additional services	Description	Pricing (fee-for-service)
Critical incident support management	<ul style="list-style-type: none"> Rapid response: < 24 hours Standard response: 24-72 hours 	<ul style="list-style-type: none"> Rapid: \$367 per hour, minimum 2 hours Standard: \$270 per hour, minimum 2 hours Travel: \$125 covering 2 hours of travel and parking Additional travel charged at \$15 per 15 minutes
TELUS Health Learning	<ul style="list-style-type: none"> 1-hour seminars and training 	<ul style="list-style-type: none"> \$645 from the value-add training catalog

Contact your Kaiser Permanente representative to learn more.

*Kaiser Permanente receives a fee in connection with its arrangement with TELUS Health to cover administrative costs.