

# ACI Specialty Benefits Employee Assistance Program

## FAQs and Guidelines

**Q: What is the EAP benefit?**

A: ACI's Employee Assistance Program (EAP) offers benefits to address mental health issues, reduce stress and help make life easier. ACI's EAP benefits include mental health sessions with a licensed clinician, legal and financial consultation, as well as work-life referrals for a wide range of life management needs. The EAP is 100% confidential, and benefits are provided at no additional cost to employees and family members.

**Q: Is there a fee to use this benefit?**

A: EAP services are available at no additional cost to the covered employee or family member.

**Q: What mental health benefits are included in the EAP plan?**

- A:
1. If your company offers a telephonic EAP plan, up to 3 telephonic sessions for assessment, referral and short-term problem resolution are available to employees and family members.
  2. If your company offers a 3-session EAP plan, up to 3 sessions for assessment, referral and short-term problem resolution are available, with the option of having those sessions conducted in-person, telephonically or through video chat.
  3. If your company offers a 5-session EAP plan, up to 5 sessions for assessment, referral and short-term problem resolution are available, with the option of having those sessions conducted in-person, telephonically or through video chat.
    - In the state of California, in-person sessions are limited to 3 sessions per 6 months, for a total of 6 in-person sessions per year, in accordance with the California Knox Keene Health Care Service Plan Act. For an employee residing in any other state, the 5-session model includes up to 5 sessions per issue, per year.

\*Contact your human resources or benefits department if you are uncertain which plan your company offers

**Q: What are the EAP clinical sessions intended for?**

A: EAP clinical sessions are intended for assessment, referral and short-term problem resolution. Examples of requests that the EAP can assist with include, but are not limited to:

- Emotional wellness
- Stress management
- Family and relationship issues
- Anxiety and depression
- Coping with grief
- Anger management
- Substance abuse

For any issues requiring long-term support, the EAP clinician will provide a referral to services that may be available through medical insurance or community-based resources based on specific needs.

**Q: Who is eligible for EAP benefits?**

A: Each employee's definition of family is ACI's definition of family. ACI's EAP services are all-inclusive, with no barriers to access for family members, regardless of location or relationship.

- All covered employees under the Reliance Matrix plan
- All family members including, but not limited to: spouses, domestic partners and dependents, regardless of location

The EAP benefit is also available for 30 days after a covered employee's last day of employment.

**Q: What should be expected when accessing the EAP?**

A: Contact ACI Specialty Benefits for service.

1. If mental health services are needed, never contact a provider directly to schedule an appointment. ACI must first have record of the request in order for the EAP to cover any visits with a mental health provider within ACI's internal network of providers.
2. Specify service needed.
3. ACI team member will provide the appropriate referral(s).
  - If the referral is for a mental health provider, it is the individual's responsibility to contact the provider referred by ACI to schedule an appointment based on availability.
  - If there is difficulty experienced in scheduling an appointment within 2–3 business days, please call ACI Specialty Benefits back to receive a new referral.
    - o Do not wait for contact from an ACI specialist. Assisting with access to a mental health provider as soon as possible is ACI's number one priority.

**Q: How are non-urgent requests for EAP mental health sessions handled?**

A: EAP referrals are provided during the intake call or the following business day if the request was received after normal business hours or over the weekend. The employee or family member will then reach out to the provider directly to schedule an EAP session.

**Q: How are urgent requests for EAP mental health sessions handled?**

A: If an individual or family member is in emotional distress and urgently needs to speak with an EAP clinician, ACI's intake specialist will immediately connect them with a licensed clinician at any time, 24/7/365. For emergencies, always call 911 to get assistance from local authorities.

**Q: What is the turnaround time for work-life referrals?**

A: General turnaround time for a non-urgent work-life referral is 3-5 business days. ACI can provide urgent work-life referrals for needs such as child care or shelter housing on the same day.

**Q: What is Medical Advocacy? How do I access this?**

A: A Medical advocate assists with maneuvering through the healthcare system. The advocate offers strategies to empower employees as they prepare for a medical appointment, locate a medical provider, seek discharge resources, and navigate the insurance industry. The advocate serves all lifespans but cannot provide legal or medical advice, complete disability or FMLA paperwork, or select insurance or mental health providers or facilities. To access Medical Advocacy, contact ACI Specialty Benefits.



**Q: What is Life Coaching?**

A: A coach is a certified professional who assists employees and their household members to achieve their personal and professional goals. A coach works actively to help individuals assess their current situation then develop steps and strategies to meet their stated expectations. This differs from counseling in that it is proactive and not usually associated with a clinical or crisis issue to be solved.

**Q: What Financial Wellness services are available through ACI's EAP?**

A: Financial Wellness services include phone consultation regarding the issue. Employees and family members receive 30-day financial coaching and a 90-day financial wellness action plan at no cost. Support is available for any financial need such as credit counseling, debt management and referrals to CPAs. More resources can be found in the Member Portal.

**Q: What Legal Consultation services are available through ACI's EAP?**

A: Legal Consultation services include an initial 60-minute in-office or phone consultation with a local attorney regarding the legal matter. If additional assistance is needed and the attorney is retained, the employee or family member will receive a 25% discount on continued services. ACI's Member Portal also has interactive legal document preparation including will prep and other common legal documents.

**Q: How can an individual access ACI's EAP?**

A: ACI Specialty Benefits offers convenient 24/7 access to EAP benefits by phone, email, text, live chat, and online.

- Employee Landing Page: <http://rsl.acieap.com>
  - o Click on "Select Portal & App" to select Member Portal & App in the top menu
  - o Register to create a new account using your company code: **RSLI859**
  - o After registering, you'll want to create your individual profile. This will help customize your experience based on your family, education, health, wellness, legal, financial and everyday living needs.
- Phone: 855-775-4357 (Reliance Matrix Help Line)
- Text: 858-224-2094
- Email: [rsl@acieap.com](mailto:rsl@acieap.com)
- Covid-19 Resources: <https://acispecialtybenefits.com/covid-19-resources/>
- Disaster Preparedness and Crisis Resource Center: <https://rsl.acieap.com/crisis>

EAP services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company and affiliates.

**For more information, contact your Reliance Matrix sales or account manager  
or visit [reliancematrix.com](http://reliancematrix.com).**

