

# Employee Assistance Program



EAP services are available to all employees and household members.

What Happens  
When You  
Call BHS?





I'm Lakeeta, your  
dedicated master's level  
Care Coordinator

I help in all  
areas of your  
life



Emotional



Physical



Work



Financial



Social

# Here is how I assist you



**In-the-moment**  
support and crisis  
counseling



Holistic needs  
assessment



Clinical  
recommendations



Personalized care  
planning



**Appointment**  
facilitation



Ongoing **follow up**  
and support

# The Next Steps



**In-the-moment  
support**



**Coaching or  
short-term  
counseling**



**Long-term care**



**Additional  
assessment**



**Well-Being  
resources**

# APPOINTMENT PROMISES

## Time

Emergent – within 24 hours

Urgent – within 48 hours

Routine – within 5 business days\*

## Distance (in person)

Urban – within 5 miles

Suburban – within 10 miles

Rural – within 30 miles\*\*



# Common Reasons to Contact Your EAP



## ASSISTANCE



### Relationships

Spouse/Kids  
Boss/Co-worker  
Customers  
Friends



### Transitions

Marriage/Divorce  
Birth/Death  
Promotion/Retirement  
Health/Illness



### Risks

Depression/Anxiety  
Suicidal thoughts  
Burnout/Anger  
Substance abuse



### Challenges

Stress/Conflict  
Financial/Legal  
Parenting/Balance  
Daily responsibilities

# Supervisor Resources





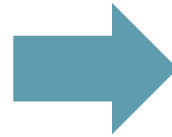
## *Dedicated Master's Level Performance Consultant*



Call



Email



- ✓ Unlimited expert consultation for leaders
- ✓ Consultation on workplace-based issues
- ✓ Performance management
- ✓ Critical incident and disruptive event consultation, recommendations and follow up

Formal, Mandatory  
and SAP Case  
Coordination

Critical Incident and  
Disruptive Event  
Activities Coordination

Communication and  
conflict resolution  
coaching

Skill-building

Organizational policy  
needs

Regulatory Guidance

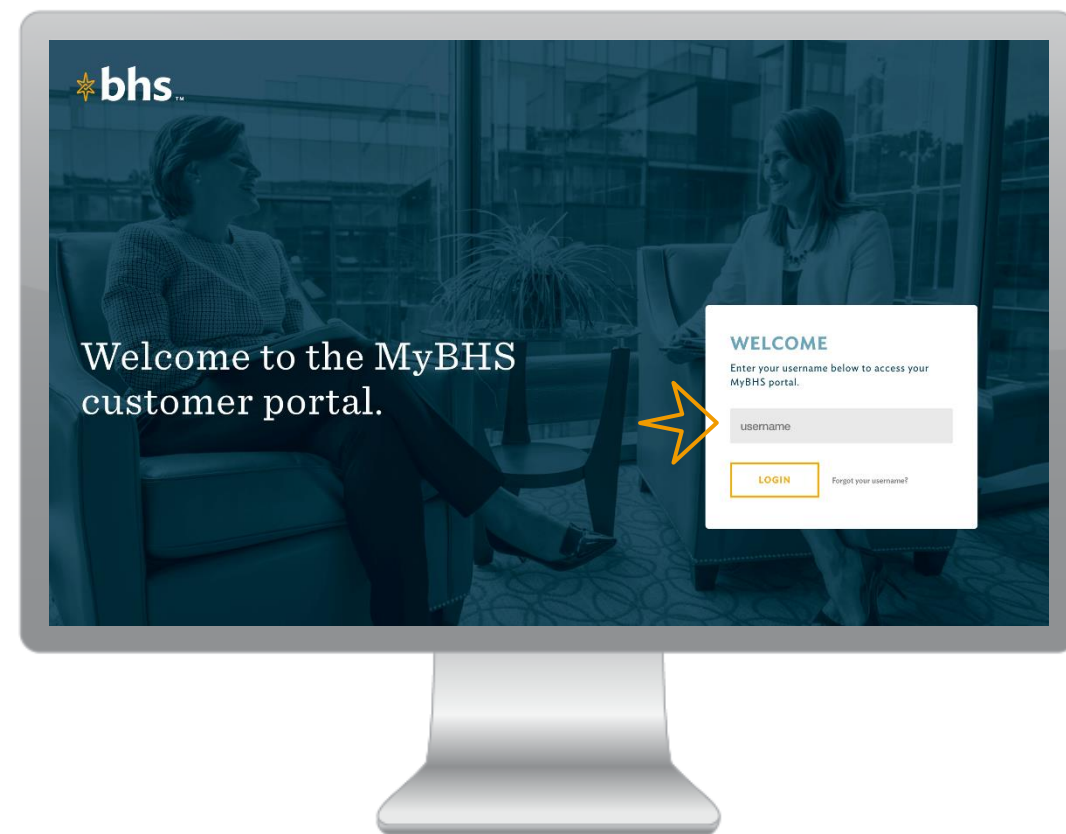
# MyBHS Portal and App



# Prefer Online Access?

The MyBHS portal provides access to a variety of trusted online resources to help improve your overall well-being.

1. | Visit [portal.BHSONline.com](https://portal.BHSONline.com)
2. | ID: HOOD
3. | Click “LOGIN”



# Navigating the MyBHS Portal



# Download the BHS Mobile App



One-touch  
Dialing



Live Chat



Ask a  
Question



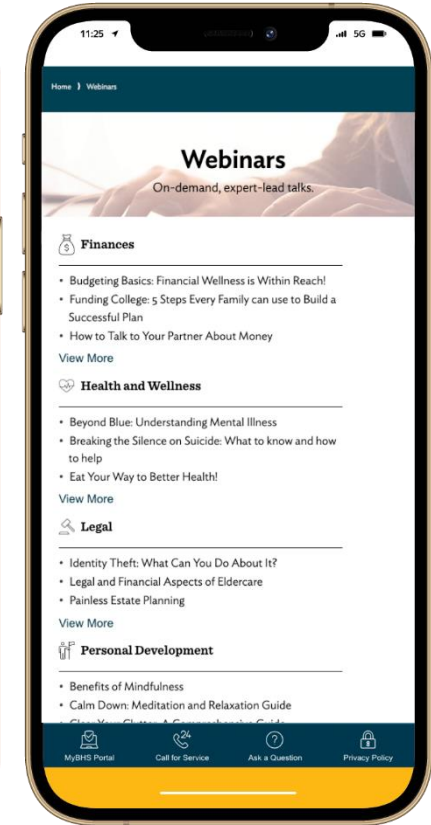
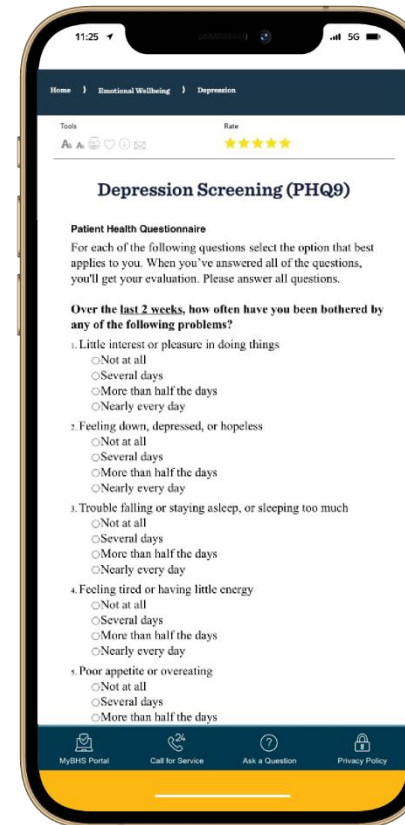
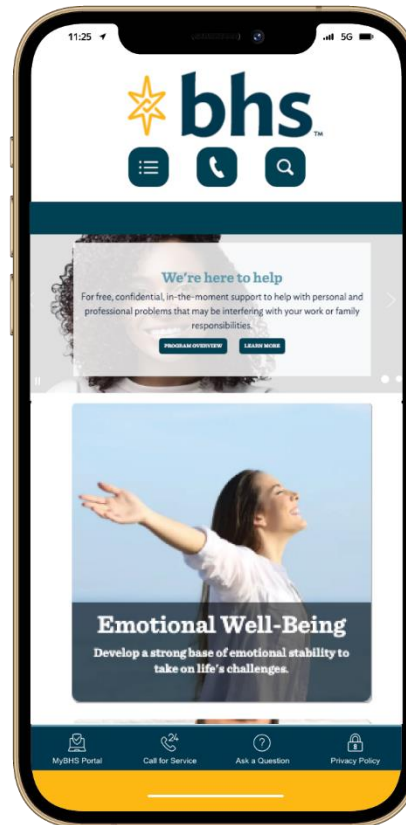
Articles



Assessments



Trainings and  
Webinars





Care Coordinator: 800-327-2251

*Available 24 hours a day, 7 days a week | Language Line / TTY Accessible*

Performance Consultants: 866-594-7292

portal.BHSONline.com | Username: H00D

