What is CONCERN® Services?

CONCERN is a benefit designed to help employees and their families maintain a healthy balance in their personal and professional lives.

What services are provided?

Everyone needs help from time to time in dealing with life's challenges. The most commons issues brought to CONCERN are:

- **Balancing work and family** - stress reduction, difficulty balancing responsibilities, time management, burnout and family transitions…
- **Relationships** - parenting, eldercare concerns, domestic violence, marital, separation…
- **Crisis, grief and loss** - bereavement with the loss of a loved one, suicide, trauma…
- **Work related** - retirement planning, career assessment, relocation, outplacement, conflict with a co-worker…
- **Mental/Emotional** - feelings of loneliness, depression, anxiety, panic attacks, phobias…
- **Addictions** - gambling, alcohol, drugs…
- **Health** - chronic illness, eating disorders…

Services include:

- **EAP Counseling** provided by experienced, licensed professional behavioral health counselors. Our counselors are people who will *listen*, help you *clarify the problem, provide support and understanding, identify options* and work with you to *develop an individualized plan of action.*
- **CONCERN's Work Life Assistance** called **LifeHub™** provides internet articles, self-assessment tools, personal learning programs, locator assistance or help finding resources, and an *Ask-an-Expert* feature on a broad variety of topics with special attention to physical health & fitness, parenting, emotional health, eldercare, personal finance, & career skills.
- **Personalized Health News** is a monthly newsletter that can be customized to fit your family's health and wellness concerns and emailed directly to your home computer with the most current information from over 300 health publications.
- Sometimes a problem situation or dilemma comes up where it would be helpful to ask a professional counselor. **Ask-A-Counselor** is a new service on our web site providing practical information and assistance for problems of daily living. A response to your inquiry will be made within a business day.
- **Employee Enrichment Series** are two-hour seminars on a variety of topics available at no cost to employees and their immediate family members. Upcoming seminars are listed on our web site where you can sign-up online.

Is CONCERN confidential?

Strict confidentiality is maintained by CONCERN. In fact, confidentiality is the most important element in the relationship between you and your counselor. No one will know about your participation. CONCERN complies with all state and federal laws regarding confidentiality.

When can you call CONCERN?

CONCERN counselors are available when you need them:

- **During regular business hours:** To make an appointment to see a counselor, contact us Monday through Friday from 8:30 am to 5:00 pm. For your convenience, we are available for day or evening appointments.
- **After regular business hours:** If your situation is urgent and you need to talk with a counselor by phone after hours, on a weekend or a holiday, we are available.
- **If your situation is life threatening**, go directly to your nearest hospital emergency room or dial 911. Check your medical plan for specific ER coverage.

What does CONCERN cost?

CONCERN is a confidential program prepaid by your employer as a benefit to you and your dependents at no cost to you. If you and your counselor decide that additional services are required from an outside resource, you will be responsible for any costs not covered by your insurance benefit. We understand that every problem and every budget is different, and will help you find an affordable solution

How do I access services?

Visit our web site at www.concernservices.com to learn more about the services described or to schedule training online. The following service require a code to schedule:

- *LifeHub Work Life Assistance*
  (New User, Key Code – **clermontcc**)

To schedule with a CONCERN counselor call:
(513) 891-1627 or **(800) 642-9794**