

Employee assistance program (EAP) from TELUS Health

Frequently asked questions

To support stronger investment in employee health and engagement, Kaiser Permanente is working with [TELUS Health](#) to offer employers an employee assistance program (EAP). The goal of the EAP is to support employee performance and help employees improve their states of mental, physical, social, and financial well-being.

Q: Why has Kaiser Permanente decided to work with TELUS Health?

TELUS Health is a global leader offering full-service EAPs and work-life/well-being resources that provide confidential counseling, consultations, manager support, connections to community agencies, and more. With a robust network of more than 100,000 counselors and professionals worldwide, including 25,000 based in the U.S., TELUS Health offers a platform to more than 35 million members around the globe. This collaboration will allow our employers to enjoy industry-leading benefits from a company that is dedicated to total well-being.

Q: What services are being offered through TELUS Health?

Through the EAP, TELUS Health offers the following professional counseling, work-life solution services, and platform services:

- **Professional counseling:** Counseling is offered in person, or by phone, video, or chat, and may be self-directed or counselor-assisted.

Counseling format may vary by program.

Depending on the plan purchased, eligible users may receive 3 or 6 sessions in a variety of formats per applicable category per contract year. Eligible topics include but are not limited to stress and life management, depression, anxiety, grief and loss, relationship and family matters, parenting, substance abuse, addiction, smoking cessation, resiliency coaching, career support, pre-retirement planning, and personal traumatic events.

- **Work-life solutions:** Elder care and child care consultations, community referrals, financial and legal consultations, workplace referrals (monitored/mandated), and non-DOT substance abuse services.
- **Platform services:** One-touch access to 24/7 support and counseling, searchable library of well-being content, self-guided therapy, online health and well-being programs, assessment tools, and much more.

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Q: Who pays for the EAP through TELUS Health?

Employers cover the cost of the EAP, and can choose from 3- or 6-visit models. They also have the option to buy up to additional services for an extra fee. There is no cost to employees.

Q: What are the qualifications of EAP counselors?

TELUS Health's counselors are highly qualified, and they carefully screen all affiliates to verify credentials and level of experience. At a minimum, counselors are required to have a master's degree in psychology, social work, educational counseling, or another related human services field. Some counselors also have PhDs.

Q: How many counseling sessions does an eligible user receive with the EAP?

The TELUS Health counseling model is short-term and solution-focused. The number of sessions eligible users receive is based on the program level selected by the employer. There will be an option of either 3 or 6 sessions per eligible user, per EAP services category, per contract year.

Q: Will TELUS Health keep employees' information confidential? Is their health data secure?

Yes. TELUS Health uses great care to protect the identity of anyone who uses their services. The only exceptions to confidentiality include those governed by law (meaning they are required to release documents under court subpoena and have a duty to intervene and report if a consultant or counselor deems an individual to be at immediate risk of harm to self or others).

Additionally, all patient data is encrypted and stored securely. Only the employee and the professional team delivering their care can access personal medical records. All access is restricted by role and region. All text and video chats use end-to-end encryption.

Q: Who is eligible to use TELUS Health?

TELUS Health is available to all employees of employers that offer the EAP, regardless of whether they are Kaiser Permanente medical plan members, as well as the employees' spouses/partners and dependents.

Q: How do employees connect with TELUS Health?

Employees have several options to access TELUS Health:

- By phone at **1-833-914-5011** (TTY 711)
- Online at one.telushealth.com
- Using the free mobile app for iOS or Android. Download the TELUS Health One™ app by searching for "TELUS Health One app" in your device's app store.

Q: How does TELUS Health stay inclusive and support the well-being of diverse communities?

TELUS Health supports and promotes diversity and inclusion by:

- Matching employees with counselors who share similar lived or cultural experiences
- Hiring and promoting employees who represent the communities TELUS Health serves
- Supporting services in more than 50 languages

TELUS Health actively supports the Black, Indigenous, people of color, and LGBTQ+ communities. Their hiring process for professionals and leaders includes prompting responses to scenarios that help decide if they are equipped to support members of marginalized communities that may be at greater risk. The TELUS Health continuous-learning program also equips its employees to respond empathetically to instances of racism and trauma as reported by employees.

TELUS Health also shares any resources and programs available to help employers create a more diverse, inclusive, and equitable workplace.

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Q: When will the EAP with TELUS Health be available to Kaiser Permanente employer groups?

The EAP is available to small and midsize groups as of October 1, 2023, with services effective beginning November 1.

The same offering will be available in 5 Kaiser Permanente regions: Northern and Southern California, Northwest (Oregon), Hawaii, and Mid-Atlantic States. The EAP is expected to launch in additional Kaiser Permanente regions at a later date.

Q: Are there differences in the EAP among different Kaiser Permanente regions?

No. Currently, the EAP is a standardized offering across all Kaiser Permanente regions where available.

Q: What happens if an employee or dependent exceeds or exhausts the allotted number of visits?

If an employee or dependent of an employee exhausts their number of visits, or if their needs exceed the scope of the EAP, TELUS Health consultants will assist the employee or dependent by connecting them to appropriate community-based resources through the employee's health plan or externally, as necessary.

Q: What if an employee prefers to be referred for care within their Kaiser Permanente health plan or has needs that fall outside the scope of the TELUS Health EAP?

The TELUS Insurance Coordination Team (ICT) supports those who prefer to be referred for care within their health plan or whose concerns fall outside of the scope of the EAP. The ICT can transfer Kaiser Permanente members to a Kaiser Permanente mental health or addiction support service team for additional care. To reach the ICT in your region, contact:

- Northern California: **1-800-464-4000**
- Southern California: **1-833-579-4848**
- Northwest (Oregon): **1-855-632-8280**
- Hawaii: **1-808-432-7600** (Oahu), **1-888-945-7600** (Neighbor Islands)
- Mid-Atlantic States (Maryland, Virginia, and Washington, D.C.): **1-866-530-8778**

Q: Who can I contact with questions or concerns about the EAP?

All questions or concerns should be directed to TELUS Health at **1-833-914-5011**. If you contact the Kaiser Permanente Member Services Contact Center (MSCC), you will be instructed on how to contact TELUS Health directly.

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