



www.mylifematters.com

password SW1

Employee Letter

1-800-634-6433

Serve Wisconsin/AmeriCorps is pleased to announce a new Employee Assistance Program (EAP) called **LifeMatters!** We have contracted with Empathia, Inc. to provide this **free, confidential** service to you and your immediate family members.

As of 9/1/17, you can call **1-800-634-6433**, 24 hours a day, every day of the year to receive LifeMatters EAP services. Professional counselors are available at all times to provide assistance to you and your eligible dependents for a wide range of issues, including:

- Job concerns - Legal/Financial worries - Alcohol/drug abuse problems - Relationship issues - Emotional or stress-related issue - Family needs

Counseling services are available at **no cost** to you, your dependents, and anyone residing in your household. Each eligible member has six (6) face-to-face counseling sessions, per issue, per year. If additional services are recommended, the counselor will assist you with accessing providers covered by your insurance plan.

Additional access to LifeMatters is available through their website - www.mylifematters.com. Enter our company password **SW1** to obtain educational information, useful links, help locating child and elder care providers, and self-assessment tests.

You may not need assistance now, but if you or a family member needs help in the future, LifeMatters is always there. If you have any questions about this new service, contact Human Resources or call LifeMatters at 1-800-634-6433.

Thank you – we hope you take advantage of this excellent benefit!

A Guide to LifeMatters® Services

When you or your family need useful ideas, helpful resources, or reliable professional care, LifeMatters is just a phone call away. Free, confidential LifeMatters services include:

Telephone and six (6) face-to-face assistance with:

- ▶ Stress, depression, and personal problems
- ▶ Balancing work and personal needs
- ▶ Family and relationship concerns
- ▶ Alcohol or drug dependency
- ▶ Workplace conflicts
- ▶ Any other issue of concern in your life

WorkLife Services:

- ▶ **Financial consultation** and resources to set up a budget, obtain and review credit report information, or assist with debt management and consolidation.
- ▶ **Legal consultation** with an attorney either over the phone or face-to-face for consumer law, traffic citations and fender benders, family law, or estate planning.

Online and assisted searches for:

- ▶ Child and elder care resources and guidance
- ▶ Adoption assistance
- ▶ Educational resources
- ▶ Personal security



- ▶ Online calculators for a variety of analytical questions and needs
- ▶ Home improvement
- ▶ Veterinarians, pet sitting, and obedience training

The program's user-friendly, confidential services are available to you and your eligible dependents 24 hours a day, every day of the year by calling:

1-800-634-6433

Toll-Free Throughout North America

Go to **mylifematters.com** on the Internet or your mobile device and enter the password to access resources, educational information, and self-service options.

Services provided directly by LifeMatters are free. If you are referred to outside resources, you will be advised about your costs, if any.

For more information, call LifeMatters at 1-800-634-6433 or visit mylifematters.com — password **SW1**.

Call LifeMatters® toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

TDD and language translation services are available

Call collect to **262-574-2509** if outside of North America

Visit LifeMatters® online at **mylifematters.com**

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