



Monthly Productivity & Balance Newsletter | January 2018

Introducing the NexGen EAP

eni's Employee Assistance Program (EAP), BalanceWorks, has a new name and a new look, but we are still offering the same comprehensive services and WOW customer service you've grown to trust. We have also upgraded your online experience with a completely redesigned web portal with enhanced functionality and great new resources. Welcome to NexGen EAP!

Everyone experiences stress from time to time. From struggling with balancing work and life, to managing growing debt, today's workforce is juggling more than ever before. **eni's** highly qualified team of professionals are available round-the-clock to offer support to you and your family. **eni's** NexGen EAP supports individuals through any and all stress-inducing situations.

With our fast-paced schedules, balancing work and life responsibilities can be challenging. Round-the-clock access to this comprehensive program ultimately offers individuals peace of mind when they need it most. To access the program's benefits, employees and their family members may call the toll-free number or log into their web portal at any time. Your EAP benefit includes:

Short-Term Mental Health Counseling

The NexGen EAP offers counseling sessions that have been prepaid by your employer, connecting you with the support you need at no cost. Intake Specialists are available round-the-clock to assist callers with challenges that affect their ability to remain productive, healthy and happy. All calls are answered by highly qualified mental health professionals who will assess your needs and refer you to an appropriate counselor within an average of only 20 miles from work or home. All calls are confidential, and no information is provided to your employer, so you can feel confident sharing your situation and needs with **eni's** intake specialists and counselors.

Virtual Concierge Services

The NexGen EAP goes well beyond counseling to minimize employee stress. Virtual Concierge Services allow employees to access Virtual Personal Assistants and request research on any topic ranging from locating community resources, childcare and eldercare, to planning for events, travel or purchases. Requests for research are submitted via the web portal, and the information is compiled and sent to the individual's email within 5-7 business days. Popular request topics include parental resources, local services, homeownership and rental information, as well as entertainment and gifting options. Regardless of what you are searching for, these services will help you cross items off your to-do list without taking time away from your busy day.

Financial and Legal Support and Resources

Many of today's stressors stem from financial strain or legal concerns. **eni's** NexGen EAP Financial and Legal Services connect you with education, guidance, resources and support for whatever challenges you are facing. From credit counseling, retirement planning and ID theft resources to bankruptcy, and civil lawsuits, all employees and covered family members have access to guidance when they need it most.

Professional Development Training

The NexGen EAP offers an e-Learning library, complete with hundreds of courses. Users can



login to find courses on building and improving professional skills in customer service, human resources, and wellness. Compliance courses are also available on topics to make work safer and more productive, including harassment and workplace safety.

Online Resources

Access the NexGen EAP virtually via your upgraded personalized web portal found at www.nexgeneap.com. You can access work/life resources right from your computer and submit requests directly to your Personal Assistant. Now, you will also be able to access exclusive entertainment discounts, legal and financial tools, and even receive notifications when new information is available from **eni**.

Whether you are dealing with a challenging yet exciting life event like buying a house or adopting a child, or struggling with relationship concerns and increased stress, **eni's** NexGen EAP seamlessly connects individuals with support and assistance. Ultimately, our specialists are just a call or online request away to guide you through all of the life events you are facing.

For more information about the NexGen EAP or to reach a Behavioral Health or Work/Life Expert, contact eni

by calling:

1.800.327.2255