



Services Provided	Gold – 4-12 sessions	Platinum – 4-12 sessions	Diamond – 4-12 sessions
Live Person Answering Phone 24/7/365	✓	✓	✓
Live Interactive Virtual, Face to Face, and Telephonic Counseling	✓	✓	✓
Renewable Sessions - Receive 4 more sessions after there has been a 2-month break in counseling. Up to 12 annually per eligible employee and household member.	✓	✓	✓
Dedicated Personal Client Solutions Specialist (CSS)	✓	✓	✓
HR / Supervisory & Employee Orientations (Interactive Webinar or On-Site) (1 of Each Annually)	✓	✓	✓
Intensive Case Management Option, Including Job Performance Referrals	✓	✓	✓
HR, Management & Supervisor Consultations	Unlimited	Unlimited	Unlimited
On-Site or Virtual Quarterly & Yearly Program Evaluation Visits with CSS	✓	✓	✓
Utilization Reports Quarterly or Annually	✓	✓	✓
Personalized Digital Promotional Materials	Unlimited	Unlimited	Unlimited
Personalized Printed Promotional Materials (Wallet Cards & Flyers)		Unlimited	Unlimited
Complimentary Legal Consultations	✓	✓	✓
Work/Life Resources (Child Care, Eldercare, Parenting, Stress Management, Education, Financial / Time Management and Balance, etc.)	✓	✓	✓
Personalized Online Work/Life Training Library with Thousands of Virtual Trainings & Ability to Track Progress	✓	✓	✓
Access to Online Live Chat Feature	Unlimited	Unlimited	Unlimited
Electronic Monthly Newsletter (Supervisor and Employee Versions, Also Available in Spanish)	✓	✓	✓
Access to On-Site Critical Incident Stress Management (CISM) Services with 2 CISM Hours Include Per Contact Year	Additional Fee	Additional Fee	✓
Access to Enhanced Consultation & Organizational Development Solution	✓	✓	✓
Access to Robust Catalog of Unlimited, Individually Tailored Training Topics	✓	✓	✓
2 Training Hours Included Per Contract Year	Webinar or On-Site	Webinar or On-Site	Webinar or On-Site
Tailored Elder Care Telephonic Counseling & Resources	✓	✓	✓
Financial Wellness Telephonic Counseling	✓	✓	✓
Life Coaching Sessions	✓	✓	✓
Personal Assistance with Work/Life Issues (Child/Eldercare, Housing Assistance, Local Community-Based Resources, etc.)	Unlimited	Unlimited	Unlimited
On demand Self-Care & Prevention Apps			✓