



# Welcome to your Employee Assistance Program (EAP)

**We're here to coach and guide you through the challenges in your life. Call your EAP—we can help!**

## OUR SERVICES INCLUDE SUPPORT FOR:

- Anxiety and Depression
- Couples/Relationship/  
Parenting
- Crisis Support
- Alcohol/Drug Problems
- Grief and Loss
- Work Conflict
- Compulsive Behaviors
- Domestic Violence
- Legal and Financial
- Childcare and Eldercare
- Home Ownership
- ID Theft
- Healthy Living Tips

## CONTACT US

Your free and confidential EAP is  
always available to assist you!

**(800) 777-4114**  
**FirstChoiceEAP.com**

Northwest Ironworkers Health and Security Trust's complimentary EAP program is available 24/7 and covers employees and any eligible dependents as defined under the Trust. The EAP is here to help when you're facing issues that interfere with your health, well-being, and productivity at home or at work.

The EAP offers up to **3 sessions face-to-face or telehealth** (no co-pay, deductible, or premium) with a qualified clinical expert who can assess your concerns and develop a plan of action. If you need a legal\* or financial consultation, or ID theft resolution, you can speak with an expert for up to 30 minutes at no charge. EAP consultants can also provide you with childcare and eldercare information and resources for anywhere in the country. Additionally, the Home Ownership program is a valuable tool to gain a competitive edge as a buyer, and can save you thousands when buying or selling a home.

Simply call us at (800) 777-4114 or visit our website to request an appointment.

**FREE / CONFIDENTIAL / AVAILABLE 24/7**

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## Online Tools & Resources

Login [www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com)

👍 Username: **nwiron**

*Mobile-friendly searchable database of resources, healthy tips and recipes, parenting advice, legal forms, and more.*

# Employee Assistance Program

## WELLNESS & SUPPORT

### Guide to Your EAP Program

#### Who is covered by the EAP?

You and any eligible dependents under Northwest Ironworkers Health and Security Trust are covered by our EAP services. Your EAP services are at no cost and are strictly confidential.

#### How do my family members or I request EAP services?

You can request services in two ways. Call us at 1-800-777-4114 or go to the EAP website at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com). There is a link to "Request a Referral." Complete the questions and it will be forwarded to EAP staff member who will process your request. Please let the EAP know if you have any special preferences in the type of provider you would like to see.

For your covered dependents to access EAP services, they only need to tell us they are covered under the Northwest Ironworkers health plan and we will serve them. They do not have to tell us the name of the employee and we do not ask. Their EAP services are also strictly confidential.

#### What services are available from the EAP?

In addition to counseling services, the EAP provides legal and financial consultations, ID theft and fraud support, childcare and eldercare consultations, and home ownership assistance. Details of these programs can be found in your EAP brochure and plan summary.

#### How do we get connected to an EAP provider?

After you reach out with your specialty preferences, our customer service team will work hard to match you with the provider that best meets your needs. Once matched, the provider will contact you directly to schedule your appointment.

If for any reason you are dissatisfied with your EAP provider, please let us know after your first session and we will re-refer you to a different EAP provider. This will not count against your 3 free sessions.

#### Do I have to see the EAP provider face-to-face?

You can see your EAP provider either face-to-face or virtually. Your first face-to-face or virtual counseling sessions are provided no cost.

Virtual counseling sessions can be used in four ways (unscheduled chat, live chat, phone call, or video), using different methods at different times to communicate with your therapist, based on your needs, availability, and convenience.

Missed appointments or late cancellations will count as service usage.

#### What if I want to talk with someone immediately?

Immediate in-the-moment telephonic support with a counselor is available 24/7. All you need to do is request to talk with a counselor when you call. Accessing this telephonic support does not apply toward your 3 free EAP sessions and is also 100% confidential.

**Ready to start? Call (800) 777-4114 or request a referral online at [www.firstchoiceEAP.com](http://www.firstchoiceEAP.com).**

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**(800) 777-4114**



**[www.FirstChoiceEAP.com](http://www.FirstChoiceEAP.com)**

*Your EAP service is free, confidential and available 24/7 to help you balance your work, family,*