

MIIA

Nonprofit
Locally based
Member driven

Serving Massachusetts communities since 1982



Life comes with challenges. Your Employee Assistance Program (EAP) is here to help.

Your Employee Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are at no cost to the employee, confidential, and available to you and your family members. This includes access to short-term counseling and the wide range of services listed below:

Mental Health Sessions

Manage stress, anxiety, and depression, resolve conflict, improve relationships, overcome substance abuse, and address any personal issues.

Life Coaching

Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

Financial Consultation

Build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

Legal Consultation

Get help with personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

Work-Life Resources and Referrals

Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

Medical Advocacy

Get help navigating insurance, obtaining doctor referrals, securing medical equipment or transportation, and planning for transitional care and discharge.



Call: 1-800-451-1834

Visit: <https://allonehealth.com/miia-eap/>

ALLONE
HEALTH

TOTAL WELL-BEING

Now in the Palm of your Hand

24|7
365

A TOTAL WELL-BEING EAP

MIIA Employee Assistance Program (EAP) provides Total Well-Being solutions for organizations and employees by combining high touch services through high tech delivery capabilities. Our Total Well-Being services are available anywhere at anytime to address any problem.

WORK/LIFE RESOURCES

Navigating the practical challenges of life, while handling the demands of your job can be stressful. MIIA EAP Work/Life resources and referral services are designed to provide knowledgeable consultation and customized guidance to assist with gaining resolution to everyday hurdles.

WE HELP WITH:

- Childcare
- Eldercare
- Housing
- Transportation
- Adoption
- Education
- Wellness
- Pet Care
- Special Needs Support

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COUNSELING

When overwhelmed with personal, work or life stressors, mental health counseling can be a lifesaver. Our licensed, master's level counselors support you and your family through difficult times providing confidential assistance 24/7. Access EAP counseling via phone, web portal, mobile app, chat, and video.

WE HELP WITH:

- Family Conflict
- Couples/Relationships
- Substance Abuse
- Work/Life Balance
- Depression
- Anxiety
- Parenting
- Stress

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LEGAL & FINANCIAL RESOURCES

MIIA EAP Legal and Financial assistance services are designed to provide employees and their household members with the legal and financial advice and guidance they need to help ease the stress of legal and financial burdens. Our legal assistance connects individuals with a qualified attorney for a 30-minute free consultation. The financial assistance connects individuals with certified financial planners, certified public accounts and credit counselors based on their needs.

WE HELP WITH:

Legal Assistance:

- Bankruptcy
- Divorce/Custody
- Estate Planning/Will
- Real Estate
- Adoption
- Elder Care

Financial Assistance:

- Bankruptcy
- Home Buying
- Debt
- Identity Theft
- Retirement Planning
- Planning for College Funding

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LIFE COACHING

Life Coaching to help employees and their household members meet their personal and professional goals. A Life Coach works actively to help individuals assess their current situation, then develop goals and action steps to meet their stated expectations. A Coach is an accountability partner and helps individuals overcome obstacles to achieve their goals.

WE HELP WITH:

- Life transitions
- Enhancing communication skills
- Improving stress and time management
- Creating better work/life balance
- Managing multiple projects and demands
- Living a more purposeful life
- Setting goals and action steps
- Improving relationships



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MEDICAL ADVOCACY

MIIA EAP Medical Advocates lend a hand with all aspects of health care. It can be difficult to understand and navigate the systems and choices before you. Our advocates can help you interpret medical information related to claims, coverage and medical diagnosis. Our comprehensive approach gives you the support you need to make important decisions about taking care of yourself and your loved ones. You don't have to be alone to manage the complexity of health care.

WE HELP WITH:

- Insurance navigation
- Doctor referrals
- Health care transportation
- Durable medical equipment
- Discharge planning
- Care transition
- Geriatric care
- Advocacy and research
- Medical appointment preparation

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PERSONAL ASSISTANT

Personal Assistant helps individuals with their “to do” list. It can be difficult to find extra time in the day to manage everyday tasks. We help lighten the load through researching the best options to benefit you and your loved ones. Receive access to a Personal Assistant via: phone, web portal, mobile app and chat.

SERVICES INCLUDE:

- Travel
- Sports and recreation
- Household errands
- Professional services
- Entertainment planning
- Housing and real estate
- Cleaning services
- Home food delivery

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CRITICAL INCIDENT RESPONSE

Your response to a workplace crisis can mean the difference between employees returning to previous levels of performance quickly or prolonged impairment. Training for HR and other personnel about critical incident stress can help you prepare for such occurrences and put appropriate protocols in place. A well orchestrated crisis response will ultimately strengthen an organization's functioning and foster employee trust.

COUNSELING CAN BE PROVIDED:

- Via Telephonic communication
- Via onsite visitations

ASSISTANCE CAN BE PROVIDED FOR SITUATIONS SUCH AS:

- Employee illness or death
- Layoffs
- Coping with natural disaster
- Other traumatic events that occur in the workplace

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ORGANIZATIONAL DEVELOPMENT & TRAINING

We have decades of experience developing organizations and training employees across the globe to facilitate personal and professional development. Our solutions change lives by helping employees improve their communication skills and perform at higher levels.

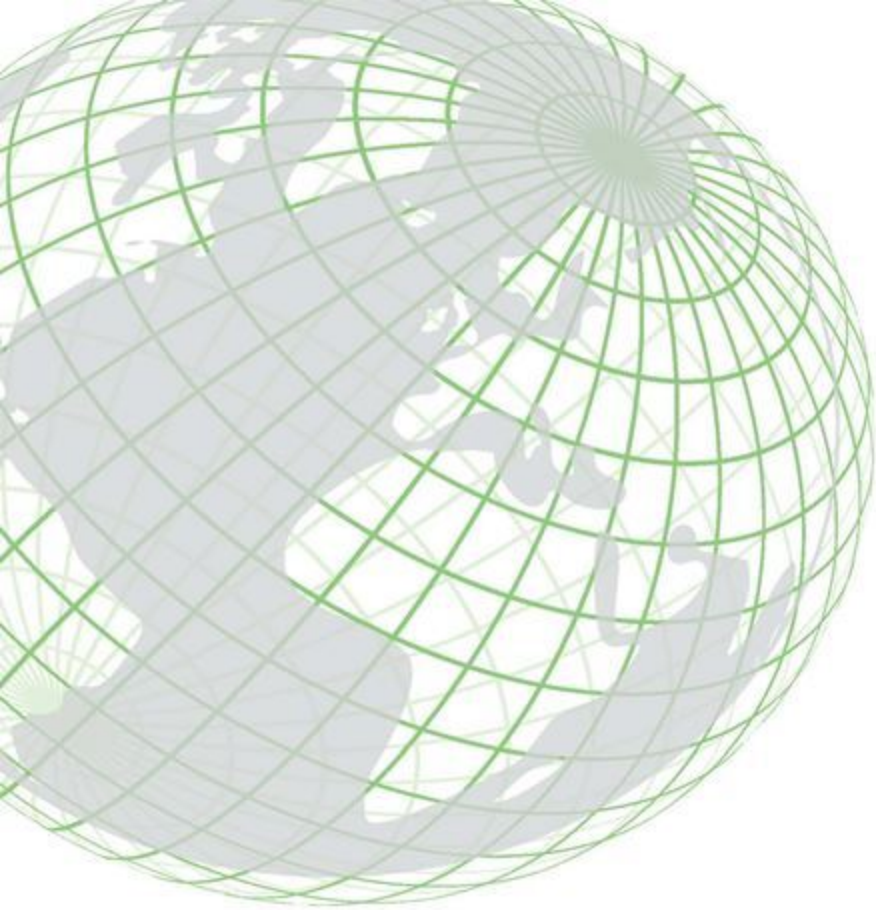
SOLUTIONS INCLUDE:

- Executive Coaching
- Team Building
- Mediation
- Webinars
- Trainings
- Lunch & Learns
- Culture Assessments

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Financial worries, aging parents, job stress, health issues - Everyone faces challenges from time to time, with your Employee Assistance Program you don't have to face these things alone.

This includes solutions such as:

ANYTIME, ANYWHERE

24/7/365 Telephone Support

800.451.1834

PERSONAL ASSISTANT

Our Personal Assistant helps individuals with their "to do" list. It can be difficult to find extra time in the day to manage everyday tasks. We help lighten the load through researching the best options to benefit you and your loved ones.

SERVICES INCLUDE: Entertainment & Dining, Travel & Tourism, Household Errands, Service Professionals

MENTAL HEALTH COUNSELING

When overwhelmed with personal, work or life stressors, mental health counseling can be a lifesaver. Our licensed master's level counselors support you and your household members through difficult times providing confidential assistance 24/7.

WE HELP WITH: Family Conflict, Couples/Relationships, Substance Abuse, Anxiety, Depression

COACHING

We help employees and their household members meet their personal and professional goals by offering Life Coaching as Well as Wellness Coaching. A coach works actively to help individuals assess their current situation then develop goals to meet their stated expectations. A coach is an accountability partner and helps individuals overcome obstacles to achieve goals. **LIFE COACHES HELP**

WITH: Life Transitions, Work/Life Balance, Goal Setting, Improving Relationships

WELLNESS COACHES

HELP WITH: Nutrition, Fitness, Stress Reduction & Tobacco Cessation



WORK/LIFE RESOURCES

Navigating the practical challenges of life, while handling the demands of your job can be stressful. Work/Life resources and referral services are designed to provide knowledgeable consultation and customized guidance to assist with gaining resolution to everyday hurdles.

RESOURCES INCLUDE: Adoption, Elder/Adult Care, Parenting, Child Care, Special Needs Support, Wellness

MEDICAL ADVOCACY

Medical Advocacy is a new approach to maneuvering through the healthcare system. It offers strategies to promote employee health, productivity, and well-being by serving patient populations throughout the entire lifespan and by addressing health problems in every category of disease classification and in all disease stages.

WE HELP WITH: Insurance Navigation, Doctor Referrals, Specialist Referrals, Care Transition, Discharge Planning, Adult Care Coach

LEGAL/FINANCIAL RESOURCES

Legal and Financial resources and referrals are available to connect employees with experienced, vetted professionals in their topical area of legal and financial needs. Benefit includes: Up to three 30 minute telephone consultations.

RESOURCES INCLUDE: Divorce/Custody, Bankruptcy, Budgeting, Estate Planning/Wills, Personal Injury/Malpractice, Major Life Event Planning

PRIVATE, CONFIDENTIAL, & FREE
FOR YOU AND YOUR HOUSEHOLD MEMBERS

Your participation with your EAP is voluntary and strictly confidential. We do not report back to your employer about the things you discuss in private counseling conversations.