

Northstar Employee Assistance Program [EAP] Access



HOW TO USE:

How employees access Employee Assistance with Northstar:

- For EAP go to:
northstar.eapintake.com
or call 906-225-3145
- Use the correct reason for the session request
- EAP eligibility includes employee, spouse/partner & legal dependents under the age of 26
- Session count renews at the start of each calendar year
- Our staff will process the request and begin their intake forms within 24 hours of the initial request.

Sessions and Counselors:

Our goal is to match clients with counselors that are the best fit for the issues the employee is facing. That could mean a counselor in a location, that due to distance, uses Teletherapy. Our goal is the best fit for the issue with our specialized counselors. Once the intake is complete a counselor will be in touch to schedule a session via the contact information relayed in the intake form.

NORTHSTAR
EMPLOYEE ASSISTANCE PROGRAM

Northstar Employee Assistance Online Request for Services

If you are a returning client and it has been more than one year your employer has changed, we request you complete this form. This form is required to be completed before clients can access benefit.
*If this is an EMERGENCY please call 911 or your health...

Confidential EAP Intake Form

First Name*: <input type="text"/> <small>(of person filling out form)</small>	Last Name*: <input type="text"/> <small>(of person filling out form)</small>
Client First Name*: <input type="text"/> <small>(of client being seen)</small>	Client Last Name*: <input type="text"/> <small>(of client being seen)</small>
Address*: <input type="text"/>	City/Town*: <input type="text"/>
State/Province*: <input type="text"/>	ZIP/Postal Code*: <input type="text"/>

Accessing Northstar Resource Portal and Wellness Options



HOW TO USE THE NORTHSTAR PORTAL AND WELLNESS OPTIONS:

If you are a partner/company that has added on the Northstar Resource Portal or Corporate Wellness, please share these instructions with your employees for access.

Northstar Portal Access:

- Northstar Portal entry for those companies who have added this onto their EAP package have access to this resource 24/7 -365.
- Employees simply go to <https://northstareap.com/northstar-lifeexpert-portal/> (found on the main Northstar web page, listed above) and click the Portal Link.
- Your company has been given a custom code for your staff to login.
- Your company is also given a flyer -that looks like the one below, that lists your code and directions for access.

Corporate Wellness Access:

- If you are a company utilizing Corporate Wellness, your employees can simply request that service when they request an appointment - following the instructions listed in this packet to access EAP Sessions
- Employees go to www.northstareap.com to make their 'Wellness' appointment request
- The flyer shown on this page gives additional instructions to access this option

Employee Assistance Options 

THREE OPTIONS TO SEEK SOLUTIONS

- 1 Access the 'MyLifeExpert' Self-Service Portal**
Our work/life portal gives employees access to thousands of up-to-date, topic related articles, videos, podcasts, calculators, interactive checklists, webinars, and more related to:
 - Financial & Legal
 - Child Care & Education
 - Eldercare
 - Career & Military
 - Everyday Living and more...
Scan to download the app on your phone
- 2 Schedule Employee Assistance Counseling**
We support a wide range of emotional and behavioral issues providing virtual or in-person counseling services for:
 - Depression and Grief
 - Parenting Support
 - Couples Counseling
 - Substance Abuse Issues
 - COVID-19 Stress and Anxiety
 - And more

We offer a highly personalized approach tailored to each of our clients individual needs to help attain the personal and professional growth for which they are striving.
- 3 Individual Health Coaching**
Employees with access to the Wellness Package get the option of using one of their EAP allocated sessions toward meeting with a health coach. This will include an intake and assessment followed by a one-hour session and custom home care instructions. Northstar Clients can also choose to add more sessions at a package rate.

Members have instant, confidential, 24/7/365 support to get access to the help they need all through their phone or computer.

Create your personal account today at MyLifeExpert.com

Use company code: [provided]

These are typically one hour sessions with a counselor. Up to 5 sessions per calendar year.

Schedule your EAP Counseling at: www.northstareap.com

Click on 'Appointment Request'

Schedule your Health Consultation: www.northstareap.com

Click on 'Appointment Request'

(906) 225-3145 WWW.NORTHSTAREAP.COM

Northstar EAP introduces TESS!*



Northstar presenting text-for-support services through Tess!

We now offer a new resource to help you get through your days and be there for you during off hours as well.

We're bringing in Tess, the text-based virtual mental health tool that provides on-demand emotional support to help you manage stress and stay balanced.

Chat with Tess for unbiased wellness care in the moment you need it the most. Build resilience and self-awareness by practicing coping skills at your convenience.

- **TEXT "Hi" to (906)208-4204 to begin your conversation with Tess today!**
- **All conversations are confidential and free.**

