## Northstar Employee Assistance Program [EAP] Access

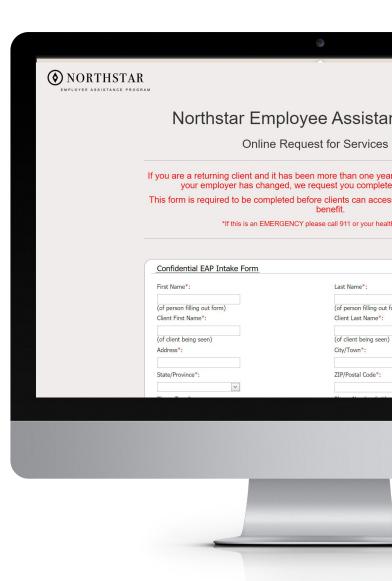
### HOW TO USE:

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.



# 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-lifeexpertportal/ (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



# 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 ondemand 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.

