

# COVID-19 UPDATE

## EMPLOYEE ASSISTANCE PROGRAM (EAP)

### MESSAGE FROM THE ASSISTANT CEO/HR DIRECTOR

The COVID-19 pandemic has rocked our world in every aspect of our lives. All of us are continually adapting to changes in our lives that affect work, home, and school environments. These changes and their increasing duration can lead to added stress. The County of Riverside provides free employee assistance programs to employees and their dependents through Anthem's Employee Assistance Program (EAP).

Additionally, the County expanded services to employees by adding Talkspace therapy products for instant access to services for employees and their families. This service is provided on an interactive platform, with a care provider, that is readily available to employees and their dependents to further serve life management needs.

**These services are available and free of charge for all County employees and their dependents**, regardless of your medical plan provider! Please read below for further details.

  
BRENDA DIEDERICHS

## **Anthem's Employee Assistance Program (EAP)**

- Counseling Services:
  - Counseling visits face-to-face, by telephone, or virtually
  - Up to 6 free visits available per issue, per year!
  - 24/7 access by phone for consultation and referrals
- MyStrength
  - Digital and on-demand self-help tool to support emotional well-being
- EAP Website
  - LiveConnect Online
    - Connect with EAP via instant messaging
  - Search for providers
  - Articles on an assortment of topics for your well-being
  - Financial calculators
  - Legal documents
  - Skill builders
  - Child/Elder care assistance
- All employees and their household members are eligible and may access these services by telephone or online at (833) 954-1067 or [www.AnthemEAP.com](http://www.AnthemEAP.com).  
Use (Member Login: PRISM)

## **Talkspace**

- Behavioral therapy via private message (text, voice, and video)
- Receive individualized treatment plans, goal setting, and outcome monitoring
- Clients and therapists typically message daily
- All employees, spouses, and child dependents (age 13+) have access
  - [www.Talkspace.com/CountyofRiverside](http://www.Talkspace.com/CountyofRiverside) (Member Login: RIVCO)



## Benefits for your Health & Wellbeing

Employee Assistance Program (EAP)  
for Employees and Family Members



### 24/7, 365 days a year

24/7, 365 days a year - Unlimited access to telephonic guidance, consultation, referral and support services



### myStrength App

myStrength app - stress, anxiety, sleep management self-help tool



### EAP Counseling Services

Up to 6 counseling sessions face-to-face, by phone, or virtually via LiveHealth Online, -per incident - at no cost to you.

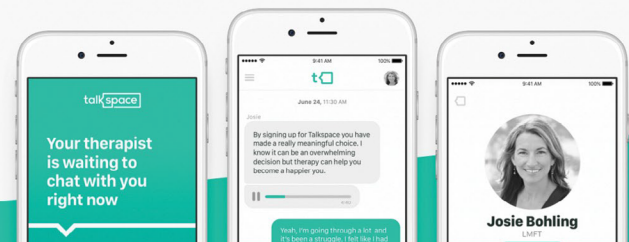


### Unlimited Access

Get the support you need at (833) 954-1067  
Access EAP online at [AnthemEAP.com](https://www.anthem.com/eap) and enter PRISM.



Talkspace is message-based therapy conducted through a proprietary app. You can message a dedicated therapist, as often as you wish, anytime, 5 days a week with same day response.



Access Talkspace online at  
<https://www.talkspace.com/CountyofRiverside>  
and enter RIVCO

- Convenient, Stigma Free, No Appointments
- Quick Match with your Licensed Therapist, 1:1 Relationship
- Start Same Day, Anytime, Anywhere

- Text, Audio, Video Messages
- Unlimited Messaging Therapy 100% covered for 3 months