



Because personal problems can affect anyone at one time or another, we are offering you and your immediate family the benefit of CONCERN[®] Services

**For confidential assistance
call (513) 891-1627
or 800-642-9794**

CONCERN[®] Services
Helping People Work Better
Helping People Live Better

Bethesda North  Good Samaritan

TriHealth

CORPORATE HEALTH
11121 Kenwood Rd
Cincinnati, Ohio 45242

Bethesda North  Good Samaritan
TriHealth

What is CONCERN® Services?

CONCERN is a benefit designed to help employees and their families maintain a healthy balance in their personal and professional lives.

What services are provided?

Everyone needs help from time to time in dealing with life's challenges. The most common issues brought to CONCERN are balancing work and family, relationships, parenting, work stress, addictions, crisis, health, and mental/ emotional concerns.

Services include:

- **EAP Counseling** provided by experienced, licensed professional behavioral health counselors. Our counselors are people who will *listen*, help you *clarify the problem*, *provide support and understanding*, *identify options* and work with you to *develop an individualized plan of action*.
- **CONCERN's Work Life Assistance** provides internet articles/tools/resources in English and Spanish, with special attention to parenting, child care, elder care, adoption, education, wellness, and balancing work and home.
- **Personalized Health News** is a monthly newsletter that can be customized to fit your family's health and wellness concerns and emailed directly to your home computer with the most current information from over 300 health publications.
- Sometimes a problem situation or dilemma comes up where it would be helpful to ask a professional counselor. **Ask-A-Counselor** is a service on our web site providing practical information and assistance for problems of daily living. A response to your inquiry will be made within a business day.
- **My CONCERN Coach** is online Parent Coaching and Health Coaching. We can assist you with the day-to-day problems of raising children. The goal is to enhance parenting skills

by providing easy access to online parent coaching, education and resources when you need the support. Your online health coach will help you assess your health and wellness needs and design a customized health program. We do the leg work to find the information you need through our extensive fitness and health resources and provide ongoing assistance to help you reach your goals.

- **My Financial CONCERNs** connects you with financial educators who will provide knowledge and assistance with debt management, credit report issues, bankruptcy prevention and more.
- Through **My Legal CONCERNs**, we provide basic assessment for adoption, family law, estate planning and more. Also, we offer referrals to local attorneys for a free 30 minute consultation. If you choose to hire that attorney, you'll receive a 25% discount.
- If you've ever become a victim of identity theft, **My ID Theft CONCERNs** can provide you with an Identity Recovery Professional who can assess your situation and provide the best plan that would be most effective for you.
- **Employee Enrichment Series** are two-hour seminars on a variety of topics available at no cost to employees and their immediate family members. Upcoming seminars are listed on our web site where you can sign-up online.

Is CONCERN confidential?

Strict confidentiality is maintained by CONCERN. In fact, confidentiality is the most important element in the relationship between you and your counselor. No one will know about your participation. CONCERN complies with all state and federal laws regarding confidentiality.

When can you call CONCERN?

CONCERN counselors are available when you need them:

- **During regular business hours:** To make an appointment to see a counselor, contact us Monday through Friday from 8:30 am to 5:00 pm. For your convenience, we are available for day or evening appointments.
- **After regular business hours:** If your situation is urgent and you need to talk with a counselor by phone after hours, on a weekend or a holiday, we are available.
- **If your situation is life threatening,** go directly to your nearest hospital emergency room or dial 911. Check your medical plan for specific ER coverage.

What does CONCERN cost?

CONCERN is a confidential program prepaid by your employer as a benefit to you and your dependents at no cost to you. If you and your counselor decide that additional services are required from an outside resource, you will be responsible for any costs not covered by your insurance benefit. We understand that every problem and every budget is different, and will help you find an affordable solution

How do I access services?

Visit our web site at www.concernservices.com to learn more about the services described or to schedule training online. The following services require a code to schedule:

- *Work Life Assistance*
Key Code –butler)

To schedule with a CONCERN counselor call: (513) 891-1627 or 800-642-9794