



Member Portal



www.mypaseap.com

myPASapp



Scan the code
to download the
myPASapp

Features include:

- Personalized Member Dashboard with easy access to PAS digital engagement tools
- Quick connect bar to access PAS services from any device using chat, voice and email
- Care Navigator needs assessment with personalized recommendations to PAS resources and services
- Easy access to all PAS resources including calculators, worksheets and micro trainings
- Ability to pin articles and resources for future reference

Your organization code is:

TERUSA

Please create a user ID and password, entering your name, email and phone number, either personal or work. You may access your account from myPASEap or myPASapp. Any eligible family member can create their own account.

Questions? Email client.services@paseap.com

www.paseap.com

800-356-0845



Personal Assistance Services

How to access your Employee Assistance Program

PAS is a prepaid wellbeing benefit offered by your employer for you and your eligible dependents. All services are confidential, HIPAA compliant, and easily accessible. PAS is a Life Event company, providing resources for you and your family through all the stages of your life.

- Short-term, solution-focused counseling; in-person or televideo. Also available through our partnership with Betterhelp
- Coaching and consulting services for wellbeing and life transitions
- Digital engagement, wellbeing apps, personalized benefit portal
- Online resources, articles, assessments, self-help videos

We are easy to reach and offer a variety of access options



Call **PAS 24/7** for access to a counselor at [\(800\) 356-0845](tel:8003560845)



Email client.services@paseap.com for a response in one business day



Live Chat:
www.paseap.com
M-F 9am – 5pm CT
Button on bottom right of screen



Text **314-451-5727** to connect with a PAS counselor
M-F 9am – 5pm CT



With your personal account on mypaseap.com, you can schedule a 30-minute online, non-urgent, initial consultation with a PAS counselor. Click the **Connect with PAS** link or the **Schedule Online** icon on the Quick Connect dashboard.



Scan the code to download the **myPASapp**. Use the same email and password you used on mypaseap.com or to create an account, enter your Org Code and then your email and a password. If you need your Org Code, email client.services@paseap.com and tell us the name of your employer.

Employee Assistance Program



Each of us experience demands for our time and energy, both on and off the job. In addition to our responsibilities at work, we also seek to fulfill our family responsibilities, meet our financial obligations, enjoy personal interests, and maintain a healthy family and social life. The key to balancing it all is having access to the right tools, resources and support.

Personal Assistance Services (PAS) provides you with a wealth of confidential, professional services that can help you address challenges and strengthen your work and home life.

This is a pre-paid benefit funded completely by your employer and free to you and your dependents. The EAP is confidential - PAS does not disclose information to anyone about your participation unless you give your consent to do so (except as required by law).

PAS providers include:

- Certified financial counselors
- Attorneys
- Elder care managers
- Child care specialists
- Certified child development and parenting professional
- Organization and time management specialists
- Retirement coaches
- Career coaches
- Tobacco cessation coaches
- Master's level licensed counselors
- Registered and licensed dietitians
- Life coaches
- Health coaches
- and more!

Your Resource for
Life's Questions



Free & Confidential

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www.paseap.com

Counseling Services



Personal Assistance Services (PAS) is a life event service that helps you and your dependent family members with virtually any life need. Every one of us experiences demands for our time and energy, both on and off the job. And at times, a caring EAP counselor can provide just the right support needed to resolve challenges, manage life stressors, solve personal or relational concerns, achieve goals and strengthen well-being. All services are confidential*.

- Marital/relationship strengthening
- Thriving as a parent or grandparent
- Depression
- Anxiety
- Work and life transitions
- Life balance and revitalization
- Addiction
- Anger
- Trauma
- Domestic safety
- Grief & loss
- Job stress management
- Resilience building & emotional fitness
- Overcoming loneliness
- Achieving well-being

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*except as required by law

Life Coaching



Live your best life

Certified coaches provide personalized guidance and support

- Help you identify and achieve goals
- Make changes that improve your overall well-being
- Consider options when making a significant decision or life transition
- Offer a listening ear and objective perspective about events that are challenging, frustrating or of concern
- Sort through challenges, resolve questions, prioritize
- Stay focused on your core values and passions

*Life Coaching services are
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Career Coaching



An opportunity to explore your
career and your future

Skilled career coaching provides guidance with:

- Assessing your work skills
- Exploring your life and work values
- Setting career goals
- Improving networking skills
- Developing and refining your resume
- Preparing for interviews

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Back-to-school



It's Back-to-School time again!

As adults, back-to-school time may provide some relief to our own schedules, but also creates new challenges: childcare, finances, meal planning, homework and parenting, to name a few. A positive approach helps make returning to school less stressful for both adults and children.

PAS provides services in many areas related to these stressors:

- Dependent Care - resources for childcare options, full-time or after-school
- Financial Consultation - help planning for unexpected and expected costs which surface during the school year
- Weight & Nutrition Coaching - meal planning and quick healthy meals during the busy school year
- Homebound Education - guidance for tackling homework or home learning
- Life Coaching - help in adjusting to busy schedules while keeping goals in mind
- Parenting Consultation - helpful tools and resources for challenging parent situations and sleep schedules
- Organization & Productivity Coaching - make getting organized and staying organized less overwhelming

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Child Care Consultation



Finding quality child care can be time-consuming and stressful

PAS child care specialists will provide assistance in locating care to fit your unique needs by verifying vacancies, fee structures, meal options, operating hours, staff qualifications. They will provide you with educational materials to assist you in making an informed decision.

PAS can help you find

- Licensed day care centers and family day care homes
- Nursery, preschool, and part-day program
- Care for mildly ill and special needs children
- Nanny/Au Pair services
- Emergency and back up care
- Summer camps
- Before/after school programs
- Adoption resources
- Special needs programs

*Child Care Consultation Services
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Education Planning



It's never too early or too late
to further your education

PAS' Education Planning Services cover the full spectrum of the lifecycle from early learning options to college planning and continuing education

An education Specialist will carefully assess your needs and goals, and provide you with a personalized planning packet.

- Early learning programs/preschools
- Tutors
- Special needs
- 2 and 4 year colleges
- Graduate schools
- Community colleges
- Continuing education
- Vocational/technical schools
- Distance learning

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Parenting Consultation



Consultation with professionals in childhood development, speech, language and education

PAS' allied health professionals provide:

- Simple, positive parenting strategies that really work
- Information on discipline, sleep issues, reinforcement strategies, potty training and temper tantrums
- Assistance in identifying the potential causes of behavior patterns
- Guidance and resources to determine when school age children may need an Individualized Education Plan
- Assistance in advocating for special services for children in daycare and school settings
- Guidance in determining if overall behavior is typical for child's age and environment
- Information on developmental milestones such as language development, motor skills, sensory perception and feeding skills

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Home Learning Coaching



You're not alone when educating at home

PAS home learning specialists coach parents on how to help their children transition from traditional classroom to home / online learning.

PAS can offer support:

- Helping your child transition to online and/or home learning
- Homeschooling with multiple children
- How to homeschool and work from home at the same time.
- Identifying the best homeschool resources to help you homeschool your child
- Creating a schedule that works for your family
- Coordinating schedules for multiple children at different grade levels
- Aligning projects and resources for children at different grade levels
- Choosing additional topics and areas of study for specific grade levels
- Locating and utilizing optional learning resources

Home Learning Coaching Services are provided by your Employee Assistance Program

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Fitness Coaching



Taking care of YOU just got easier

Work with certified fitness, lifestyle, and health coaches who can provide personalized guidance to:

- assess your fitness status, health considerations and fitness goals
- assist you in designing a structured exercise program
- consult with you to develop and achieve goals related to fitness, health and wellness
- teach correct exercise methods through demonstration, explanation and cueing (when video is possible)
- overcome challenges and obstacles preventing you from achieving your goals
- consult with you on nutritional requirements to support a healthy lifestyle

Fitness Coaching services are provided through your Employee Assistance Program

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Weight & Nutrition Coaching



What are your weight and nutrition goals?

Let PAS help you achieve them.

PAS' team of caring dietitians provides education, support and customized plans for your unique goals

- Managing weight
- Meal planning and cooking healthy foods for you and your family
- Developing nutritional strategies to prevent or control health conditions such as diabetes, osteoporosis, high cholesterol, high blood pressure and food intolerances
- Healthy eating for athletes

Weight & Nutrition Coaching Services are provided through your Employee Assistance Program

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Tobacco Cessation



Want to quit? Let PAS help!

Trained tobacco cessation coaches provide telephonic coaching to help you through the quitting process

Tobacco Cessation Coaches guide you in addressing

- Reasons to quit
- Fears about quitting
- Triggers
- Methods to address triggers and cravings
- Anticipated challenges
- Alternative replacement behaviors
- Quit date
- Benefits of quitting
- Methods for coping with stress
- How to stay quit

*Tobacco Cessation Services
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Elder Care Management



Locating and arranging for quality care for aging loved ones is important but can be time-consuming and overwhelming

PAS' affiliated geriatric care managers and caregiver consultants assist callers in coordinating services and finding payment options for the care of their aging loved ones.

Care Coordination:

- Assistance in nursing home, retirement community or residential placement
- Needs assessment and development of a care plan
- Referral to community resources
- Support for long distance caregivers
- Crisis intervention and prevention

Financial Consultation:

- Medicaid/Medicare eligibility assessment
- Advice and assistance with Medicare Supplemental insurance plans
- Assessment of Veteran's benefit eligibility
- Medicaid planning and asset protection

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Retirement Coaching



Approaching retirement?

PAS retirement coaches help you explore and prepare for the many aspects of retirement

- Examining personal values and setting goals in retirement
- Utilize skills in volunteer settings and part time work
- Identifying and engaging in pleasurable leisure activities
- Nourishing spiritual needs
- Maintaining personal and family relationships while developing new connections
- Sustaining physical and emotional health

*Retirement Coaching Services
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Organizing + Productivity Coaching



Would your home or work life be more balanced if you could just get organized?

PAS Organizing Coaches help you simplify and create order

- Office + workspace
- Email + digital files
- Home living spaces
- Storage spaces
- Space planning

PAS Productivity Coaches help you work smarter

- Time management
- Prioritizing + goal setting
- Task + to do systems
- Calendar setup + management
- Email processing
- Household management

Organizing + Productivity Coaching services are provided through your Employee Assistance Program

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Financial Consultation



Everyone has financial concerns from time to time

PAS financial coaches provide consultation on a wide variety of matters that can help you assess your financial situation, develop a plan and find the best course of action

PAS financial coaches help you with financial matters including:

- Cash flow and budget planning
- Debt reduction and credit management
- Mortgage financing and foreclosure prevention
- Financial planning priorities (savings, retirement, eldercare, education)
- Bankruptcy prevention
- Changes in finances due to death, disability or divorce
- Insurance
- Estate planning and asset protection

Financial Consultation Services are provided through your Employee Assistance Program

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Legal Consultation



Almost every major life event can involve a legal question or problem

PAS attorney consultants answer legal questions and provide general information about a wide variety of legal matters.

PAS attorney consultants can assist you with questions regarding:

- Family law
- Housing and real estate matters
- Consumer and financial matters
- Wills and probate
- Vehicle-related matters
- Veteran benefits
- Social security
- IRS audits

Receive a 25% discount on all in-network attorney fees for legal representation and document preparation.

Legal Consultation Services are provided through your Employee Assistance Program

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Will Preparation



When should you start thinking about creating a will?

NOW!

PAS' Will Prep includes:

- Online simple individual and spousal will documents
- Last Will and Testament forms and instructions
- Living Will/Advance Health Directives with online forms and instructions

Will Preparation Services are provided through your Employee Assistance Program

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To access, simply **log into your account** (or create a new account) on mypaseap.com and select **Services>Legal Consultation**.

The **Legal Resource Center** button will let you select all the features available to include legal documents. Once completed and downloaded, the documents are ready to be witnessed, notarized and then stored in a safe place. Participants may also access the PAS Legal Consultation service to answer questions about completion of will documents.

PAS Discount Center

powered by
LifeMart®



Life is expensive

The PAS Discount Center makes everyday life a little more affordable, and a lot more fun.

LifeMart is a members only discount shopping platform that offers exclusive deals from world class partners across thousands of product and service categories.

As a member you now have access to national and local discounts from brands you know and love, all in one convenient location.

And, access is free!

You can access the PAS Discount Center anywhere, anytime, on any internet-enabled device.

Save money on:

- Childcare
- Fitness & Nutrition
- Home & Auto
- Car Rentals
- Hotels & Resorts
- Electronics
- Theme Park Tickets
- Movie Tickets
- Flowers & Gifts
- Restaurants
- Groceries
- Plus Much More!

To access services go to
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and sign up for free!

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