



Balance Your Work
and Personal Life

Member Guide

BalanceWorks[®] is a work/life benefit provided to you at no cost by the City of Knoxville.

You, your spouse, and your dependents up to age 26 can trust the **BalanceWorks**[®] service for confidential assistance with everyday work and family issues as well as more challenging personal concerns.



Get Started Now:

Call **1.800.EAP.CALL** to speak with a Counselor or Personal Assistant.

or

Log on at www.mybalanceworks.com and enter your IDs.

Member ID: 92796274

Group ID: 8755

When calling our confidential counseling services, your EAP Counselor will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.



Counseling Services

Our counselors are Licensed Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care.

Child/Elder Care Resources

Limitless resources are available to find the child and elder care that you need. We assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Your eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

Legal and Financial Consultations

You have access to free legal and financial consultations over the phone and in-person, referrals, and discounted fees. Call today for assistance with legal issues such as: bankruptcy, divorce, custody disputes, adoption, and financial issues: debt consolidation, tax questions, student loans, investments, credit problems, retirement, and more.

Personalized Web Portal

Log on to access thousands of work/life articles, self-help tools, and interactive videos for personal and professional development. You can also submit and track requests to your Personal Assistant, chat live, and use the interactive calendar and date reminder.

Personal Assistant

Your BalanceWorks® Personal Assistant (PA) is a work/life expert who provides you with useful referrals, research, or information on just about any topic. You are assigned your very own exclusive personal assistant who is available 24/7 to respond to your requests - helping you make informed decisions while saving you valuable personal time.

CALL 1.800.EAP.CALL

(1.800.327.2255)

or log on at

www.mybalanceworks.com

BalanceWorks® is a service provided by



Your Personal Assistant can help:

- Plan a trip or vacation
- Gather health information
- Coordinate your event
- Research schools/financial aid
- Collect Relocation information
- Research medical information
- Locate dining and entertainment
- Find the perfect gift
- Organize home improvement projects