

NEW Employee Assistance Program

Team LRE,

LRE has a NEW Employee Assistance Program (EAP) provider, FEI Behavioral Health/AllOne Health, to offer improved services and resources for you and your qualified dependents. They can assist in addressing a broad range of concerns and life issues to include Stress, Work Issues, Medical Advocacy and Life Coaching. Counselors are available via phone 24/7 and provide FREE and CONFIDENTIAL services. These services are available now. Services from our former EAP provider continue to be available through the end of the month.

- You can access FEI Behavior Health/AllOne Health three different ways
 - 1. The toll-free number (800-638-3327),
 - 2. New online member portal,
 - 3. Mobile app.

Employees are highly encouraged to establish an account and access the new EAP member portal/website to learn about the wealth of information and resources available. Here's how:

1. Please visit <https://myassistanceprogram.com/fei/>
2. At the top right of that page, click "Select Portal & App" to access the pull-down menu. Select "Member Portal & App."
3. You will be directed to the *Log In* page. At the top right, you will find a box that says "Create a new account with your company code." Click on the "Sign Up" button.
4. You will be directed to a new page where you can enter your company code: **USACEEAP**. Once you enter the code, you will be required to enter your email address and username.
5. A confirmation e-mail will be sent to your e-mail address with information to complete the registration process.
6. After creating an account, you will then log in each time by using your Username and Password.
 - If you have trouble logging in, click on the orange "Login Help" button on the new member portal login page for assistance.

NOTE: A web account is not required for Federal employees to continue receiving immediate, 24/7 assistance by calling 800-638-3327 and identifying whether you're an USACE-LRD Employee.

If you have any questions regarding the EAP program, please contact our Labor/Management-Employee Relations Specialist, Ms. Shannell Carroll-Douglass, at shannell.m.carroll-douglas@usace.army.mil.

My Benefits

Welcome to Your Employee Assistance Program

Your EAP is provided by your employer at no cost to you. This service is **completely confidential** and helps with both personal and work-related issues and includes:

- **Counseling** up to 6 sessions per issue is available in-person, telephonically or virtually. In-the-Moment support offered 24/7/365.
- **Life Coaching** to help you and your household members meet your personal and professional goals.
- **Resource & Referral information**
- **Legal and financial consultation** that includes a free 30-minute consultation per issue with an Attorney or Financial Planner and a 25% discount on legal services, if more time is required.
- **Medical Advocacy** to help you interpret medical information related to claims, coverage, and medical diagnosis.
- **Personal Assistant** to help with the everyday tasks on your “to-do” list.
- **Child and Elder Care Resources**
- **Your Member Portal** is personalized for you with chat access. **Includes access** to: current health news, on-line assessment tools, child/elder/pet care self-searches, personal and professional development, training, and a library of articles on almost any work/life topic.

Who is Eligible – All employees and eligible dependents

The screenshot shows the AllOne Health member portal interface. At the top, there is a navigation menu with icons for Family, Health, Financial, Career, Living, College Life, and Military. Below this is a large banner with the text "Break Away with the Kids for Spring Outdoor Activities" and "Get them outside!". To the right of the banner is a "Need Help?" section with contact options: "800-638-3327", "Live Chat", and "Online Request Forms". Below the banner is a section for "Articles" with several article cards, each featuring an image and a title. On the right side, there is a sidebar with "Online Service Request Forms" and "Important News From Your EAP!". The AllOne Health logo is prominently displayed in the center of the page.