



Counseling Services

Support. Just When You Need It.



“It was difficult for me to admit that I needed help, but the team at Concern were professional, discrete and understanding. I feel like Concern counseling has put my life back on a positive path.”

It's not always easy to maintain a sense of balance while meeting the demands of your job and leading an active life away from the work. And then there are those periods of stress, conflict and sadness that everyone experiences from time to time as part of daily life.

Often we deal with these situations on our own or with the help of family and friends. However, if that doesn't seem to be enough, or if you feel overwhelmed and stressed, it might be time to consult with a professional.

Sometimes it helps to talk to an experienced counselor.

Concern offers free, short-term counseling to employees and members of their families who wish to address personal or work issues.

The issues may vary, but examples include:

- **Personal and family relationships**
- **Relationship conflicts (couple, family, parent, teen)**
- **Major life events, including births, divorce or a loss**
- **Problematic alcohol and drug use**
- **Managing multiple demands**
- **Anxiety, depression and stress management**
- **Communication**
- **Other emotional health issues**

What can I expect? Our skilled counselors will help you define the nature of the problem and develop a plan of action to help resolve your concerns. By cultivating an open and trusting relationship, our counselors can help set you on a highly personalized path of improved emotional well-being.

Is it confidential? Counseling is voluntary and confidential.* Concern will not reveal your information to anyone, including your employer, without your written consent.

How do I make an appointment? The first step is to call our toll-free number. Representatives are available 24 hours a day, 365 days a year to refer you to a Concern counselor near your home or office.

Call: 800.344.4222
employees.concernhealth.com



Practice Mindfulness with eM Life

A Proven Way to Take on Life's Challenges



Practicing mindfulness benefits physical and emotional wellbeing.

Through Concern, you have access to the **eM Life** guided mindfulness app that can help you learn to:

- More easily cope with stress and anxiety.
- Improve sleep, mood, and performance.
- Cultivate greater resilience, focus, and gratitude.
- Better manage chronic conditions, pain, and diabetes.
- Build healthier habits: quit smoking, eat better, exercise more.

Why Not Give It a Try? With eM Life you can...

Learn new skills and discover resources to help you build and sustain healthy habits.

Personalize choices to match your current needs.

Explore hundreds of live and on-demand sessions on topics like those listed on the left and more!

Participate in live daily 14-minute mindfulness programs led by experts and offered multiple times each day.



See the next page for easy-access instructions, or scan here to register or log in to your digital hub account for eM Life access!

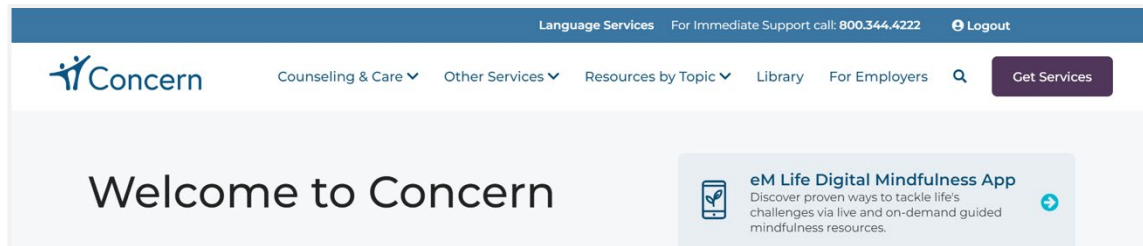


For questions or for immediate support, call 800.344.4222.

Getting started with eM Life Is Simple

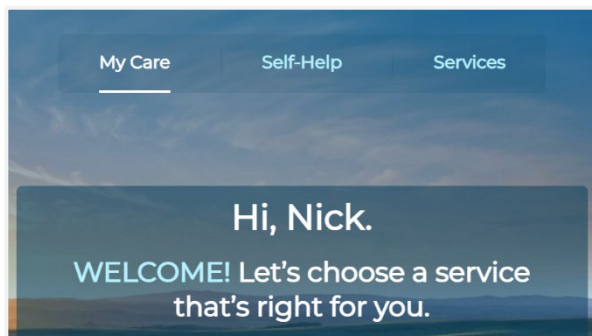
Step 1:

Visit employees.concernhealth.com enter your company code **El Camino** when prompted and click **Get Services** in the main menu.



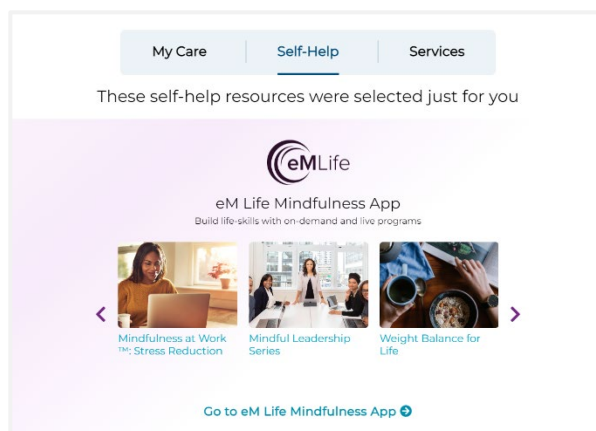
Step 2:

This will take you to our digital hub where you can register or log in if already registered.



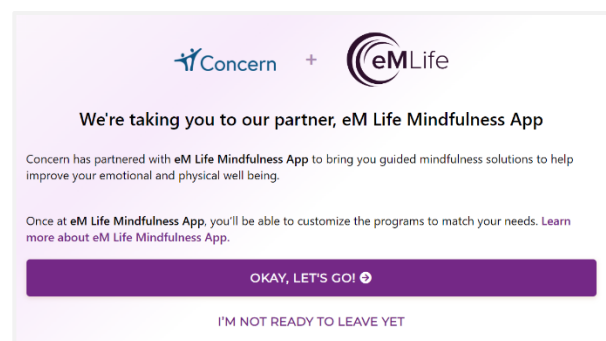
Step 3:

Click on **Self-Help** and then on the **Go to eM Life Mindfulness App** link in the Guided Mindfulness Programs panel.



Step 4:

Click **OKAY, LET'S GO!** to visit eM Life, where you can customize preferences and programs to match your needs.



Step 5:

Enjoy eM Life on the Go! The eM Life app is also available for download from the App Store and Google Play. Simply install and open the app (**after registering through Concern's digital hub**). Then, choose **ORGANIZATION LOGIN**, enter **concernhealth**, and log in with the same username and password you use for the digital hub.

For questions or for immediate support, call 800.344.4222.





Adult Family Care

Real Help from Real Experts.
Real Fast.



Seeing your parents struggle, or a sudden accident can turn you into a family caregiver.

You're not alone - 55 million Americans share this role.

You want to provide your loved ones with the best care you can. In this new role, you may feel overwhelmed and hardly know where to start. Concern is here to help.

Concern's Adult Family Care Resources are about getting the right help and information to manage day-to-day challenges and enable aging parents to stay active and independent for as long as possible.



My mom was having a hard time staying at home alone. Since I can't be there

24/7, I reached out to Concern to determine the best services for her, now and down the line. They quickly helped me find just the right professionals to work with."



Call our toll free number and ask to be connected to an Adult Care consultant.

Call **800.344.4222** or visit employees.concernhealth.com

Get Expert Help with:

Assessing Your Needs: We engage each caregiver in an initial evaluation to determine the most pressing adult care needs, and together we set caregiver priorities

Ongoing Support: You'll receive confidential support and follow up

Education: Learn more about aging conditions like Alzheimer's and others

Referrals: Our consultants can refer you to information and pre-screened local and national services, like:

- Medicare and state-specific program education
- Assisted living, residential, skilled nursing, and adult daycare options
- Meals on Wheels
- Community support groups
- Home health services options
- Adult care attorneys





Personal Coaching

Unlock your potential

Getting started is easy.

Call 800-344-4222. Or visit employees.concernhealth.com and log in with your company code. Then click on "Get Services" to begin.

Learn new skills. Build healthier habits. Achieve your goals.

Concern's best-in-class coaching

- Four 30-minute telephone sessions
- Partner with an accredited coach
- Convenient on-line scheduling
- Quick access
- Minimal wait time

Coaching is ideal for ...

- Stress
- Burnout
- Compassion fatigue
- Anxiety
- Mental fitness
- Overwhelm, too much to do
- Sleep
- Chronic pain
- Weight management
- Healthy eating
- Exercise
- And more

Why Coaching?

Skilled, board-certified coaches

Your personal coach will empower you with strategies that foster clarity, focus, and motivation.

Someone you can count on

Your coach will be there to get you started, and together, through a collaborative process of discovery, you will create a plan customized to your needs and interests.

Increased confidence

Coaching boosts self-confidence, improves skills, and fosters a positive mindset.

Long-term growth & development

Coaching improves well-being, promotes personal growth, and enhances performance.

Why not give it a try!

Call 800.344.4222 or visit employees.concernhealth.com



Your New Baby Kit

Free for Concern members and their families



Congratulations
from Concern!

We wish you the best as you welcome the newest member of your family. During this joyful time, we would like to offer you our New Baby Kit, filled with useful resources and information designed just for new parents. And it's free.

The kit includes:

What to Expect the First Year

A book with tons of valuable, practical information for new parents

Concern Onesie

Trust us, it's really cute :-)

Digital Parent Kit – From the Happiest Baby

The kit includes streaming video of “The Happiest Baby on the Block” (in English and Spanish) and mp3 download of our “Super-Soothing” Sleep Sounds.

Request Your Baby Kit

Phone: 800.344.4222

Online:

1. Visit app.concernhealth.com
3. Log in with your digital platform credentials
4. Click on *Services* at the top of the page
5. Click *New Baby Kit*
6. Click *Request New Baby Kit*

Concern is here to help you find resources and support through every stage of your child's development. Call **800-344-4222** to ask for a Parenting and Childcare consultant, or visit employees.concernhealth.com and select **Parenting & Childcare** under the **Services & Resources by Topic** pulldown.



Parenting & Childcare

Real Help from Real Experts.
Real Fast.



Parenting is the most important and rewarding job you'll ever have.

But working full-time while trying to raise a smart, healthy, and well-rounded child can be challenging. Concern makes it simple to find the help and support you need.

All parents want what's best for their children. As they grow and mature, what's best for them will change. One day you're helping them take their first steps and the next you'll be moving them into college. Concern is here to help you find resources and support through every stage of your child's development, from bringing them home for the first time, to their first homecoming dance, and everything in between.



Finding the right daycare for my child's needs was a stressful project.

Concern set my mind at ease by helping me find the best option for my family."

Resources & Referrals:

- **New Baby Kit** – Education and resources for baby's first year
- **Childcare resources and referrals** – Family day care, childcare center, nanny
- **Adoption services**
- **Local and National organizations**
- **Programs for children with special needs** – Support and advocacy, in-home caregivers
- **Academic services** – Public and private schools, before and after school programs, college search, and financial aid
- **Services for at-risk or high-risk adolescents**
- **Summer care options** – Sports, academic, and fine arts programs
- **Tutors, mentors, and enrichment programs**



Call our toll free number and ask to be connected to a Parenting and Childcare Consultant.

Call **800.344.4222** or visit **employees.concernhealth.com**





PARENT COACHING

Getting started is easy.

Call **800-344-4222** with questions or for immediate support, ask for a parent coach.

Learn new skills. Build healthier relationships with your children.

Parents are asking for help with their children's emotional wellbeing. As a parent (or caregiver), **you may not know where to start.**

Coaching with an experienced professional is a great first step!

- ✓ Young children to teens
- ✓ Proactive vs. reactive parenting
- ✓ Positive, nonjudgmental support
- ✓ Strategies for common challenges
- ✓ Understand the issues
- ✓ Guidance making decisions
- ✓ Confidential
- ✓ Proven results

Topics

- Child development and behavior
- Early parenting
- Mental health and kids
- Sibling rivalry
- Pre-teen issues
- High school challenges
- Social anxiety
- Excessive screen time
- And more

Coaching Benefit

- Initial 60-minute call
- Two 30-minute follow-up calls

Why not give it a try!

Call **800.344.4222** or visit employees.concernhealth.com



Legal Referral Services

Real Help from Real Experts.
Real Fast.



Choosing the right legal counsel can be stressful. Finding someone competent and trustworthy is crucial.

Concern's Legal Referral Services takes the guesswork—and stress—out of selecting an attorney, and allows you to focus on solving your problem, or helps you determine if you have a case.

Our network of practicing attorneys must have a minimum of five years of legal practice experience, hold a current license and be a member in good standing in their state bar association.

Your benefit includes a free 1/2 hour phone consultation with a licensed attorney, and a 25% discount on regular rates when you retain their services.



My landlord refused to make repairs to my apartment. The city issued violations, but he refused to fix the problem. Concern matched me with an attorney who resolved it all without even requiring a court date!”

Frequent Legal Services:

- **Family:** Marital, child custody, child support, adoption
- **Civil:** Patents, trademarks, traffic violations, accidents, repossessions, collections, contractual disputes, defaults and foreclosures
- **Estate:** Estate planning and probate
- **Landlord/Tenant**
- **Immigration**
- **Personal Injury**
- **Consumer and Consumer Protection**
- **Financial**
- **Business**
- **Felony Cases**
- **Real Estate**
- **Bankruptcy**

Due to conflict of interest, we cannot offer legal advice against any employer or health plan.



Call our toll free number and ask for our Legal Referral Services.

Call **800.344.4222** or visit employees.concernhealth.com





ID Theft Response Services

Real Help from Real Experts.
Real Fast.



Identity theft, a serious crime, wreaks havoc on your finances and emotional well-being.

While the act often happens in the blink of an eye, it can take months for you to emerge whole, with your identity, finances, reputation and, perhaps most importantly, your mental health intact. Concern's ID Theft Response Service provides prompt, expert assistance. Remember, the greatest danger is inaction.

Concern's ID Theft Response Service will pair you with a Fraud Resolution Specialist for a free consultation of up to 60 minutes.



When I detected suspicious activity on my credit card account, I panicked until I called Concern. They helped me to respond quickly and advised me how to stay protected going forward."

You'll learn how to:

Respond Immediately. We'll send you a free ID Theft Response Kit, as well as forms and letters that you can use to report and itemize each fraudulent occurrence.

Get Free Professional Help. We'll give you practical tips to help you restore your identity and credit standing.

Stay Informed. We'll advise you on how to obtain and review your credit report every four months.

Make Your Case. Learn how to dispute fraudulent debts and communicate with creditors and collection agencies.

Control Your Future. We'll teach you prevention techniques to help you avoid future ID theft and impact to your credit score.

Go the Extra Mile. Concern's Full Recovery Services are available for an additional fee to take your defensive plan to the next level.



Call our toll free number and ask to be connected to a Fraud Resolution Expert.

Call **800.344.4222** or visit **employees.concernhealth.com**

