



## EAP and Work-Life Services

Reliance Standard partners with ACI Specialty Benefits to provide a top-ranked EAP with award-winning benefits that improve mental health, reduce stress and maximize business performance.

### Program Access and Technology

- 24/7/365 Access by Text, Email, Mobile App, Online, and Always Live Answer Phone<sup>1</sup>
- myACI Benefits Mobile App for iOS or Android
- HIPAA-compliant Video Chat Sessions
- myACIonline Website
- EAP Landing Page

### Clinical Assessment and Mental Health Sessions

- Up to 3 Face-to-Face, Telephonic or Video Chat Sessions for Assessment, Referral and Short-Term Problem Resolution
- Global Provider Network of 55,000+ Licensed Clinicians
- 24/7 Access to Clinicians for Urgent Mental Health Issues<sup>2</sup>

### Legal and Financial Consultation

- Telephonic Legal Consultation for **Unlimited** Number of Issues per Year. Includes One 60-minute In-office or Telephonic Consultation with Local Attorney and 25% Discount for Continued Services.
- Telephonic Financial Consultation for **Unlimited** Number of Issues per Year. Includes Optional 30-day Financial Coaching Benefit with 90-day Action Plan.
- Identity Theft Prevention/Recovery. Includes 50-minute Consultation.
- Legal and Financial Online Resource Center Including Interactive Legal Document Preparation

### Work-Life Referrals and Resources

- **Unlimited** Child, Elder, and Pet Care Referrals
- **Unlimited** Personal Services and Community-Based Resources Referrals
- Online Access to Library of Work-Life Topics and Resources
- Veteran Connection Referrals and Resource Website

<sup>1</sup> During peak call volume hours, callers may experience voice prompts

<sup>2</sup> For emergencies, always call or dial 9-1-1

### Program Implementation and Support Services

- **Unlimited** Virtual Orientations
- **Unlimited** Management Consultations
- Dedicated Account Management Team
- Formal Management Referrals
- Quarterly Utilization Reports<sup>1</sup>

### Promotional Materials

- Print and Electronic Promotional Materials
- Video Marketing: Library of EAP Orientation and Promotional Videos
- Monthly HealthYMail Email Newsletter
- Digital Mental Health Awareness Campaign Materials
- 24/7 Access to ACI's Total Well-being Blog
- Multiple Promotional Materials Available in Spanish

### Critical Incident Response and Crisis Support

- Crisis Consultation with ACI's Crisis Response Team
- 24/7 Online Access to ACI's Disaster Preparedness and Crisis Resource Center

### Training Services

- **Unlimited** Webinar Trainings from ACI's Library of Topics
- "Just Do It" Training Topics and Materials for In-house Facilitators
- Onsite Training Available at Discounted Fee

<sup>1</sup> In adherence of HIPAA regulations, ACI Specialty Benefits does not provide written utilization reporting to groups of less than 250 employees. Account managers will provide telephonic quarterly usage summaries.

## Additional Questions?

Contact ACI Specialty Benefits toll-free at

**855-RSL-HELP**

(855-775-4357)

[rsli@acieap.com](mailto:rsli@acieap.com)



EAP services are provided by ACI Specialty Benefits, under agreement with Reliance Standard Life Insurance Company.

Reliance Standard Life Insurance Company is licensed in all states (except New York), the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. In New York, insurance products and services are provided through First Reliance Standard Life Insurance Company, Home Office: New York, NY. Product availability and features may vary by state.

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ACI's Employee Assistance Program (EAP) provides a variety of professional services to help improve mental health, reduce stress and make life easier.

## Access to Mental Health Sessions and Work-Life Referrals to Help with Personal Challenges

### EAP and Work-Life Benefits:

From the stress of everyday life to relationship issues or even work-related concerns, the EAP can help with any issue affecting overall health, well-being and life management.

- Up to 3 Face-to-Face, Telephonic or Video Chat Sessions for Assessment, Referral and Short-Term Problem Resolution
- **Unlimited** Child, Elder, and Pet Care Referrals
- Telephonic Legal Consultation for **Unlimited** Number of Issues per Year. Includes One 60-minute In-office or Telephonic Consultation with Local Attorney and 25% Discount for Continued Services.
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- Identity Theft Prevention/Recovery. Includes 50-minute Consultation.
- Legal and Financial Online Resource Center Including Interactive Legal Document Preparation
- **Unlimited** Personal Services and Community-Based Resources Referrals
- Online Access to Library of Work-Life Topics and Resources
- Veteran Connection Referrals and Resource Website
- myACI Benefits Mobile App for iOS or Android
- Multicultural and Multilingual Providers Available Nationwide

EAP benefits are free of charge, 100% confidential, available to all family members regardless of location, and easily accessible through ACI's 24/7, live-answer, toll-free number.

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### Additional Questions?

Contact Human Resources  
or contact ACI Specialty  
Benefits toll-free at

**855-RSL-HELP**

(855-775-4357)

[rsli@acieap.com](mailto:rsli@acieap.com)

<http://rsli.acieap.com>

# Introducing

# MYACI ONLINE

Accessing **EAP** benefits just got easier!



**Join myACIonline for 24/7 instant access to all of your EAP benefits.**

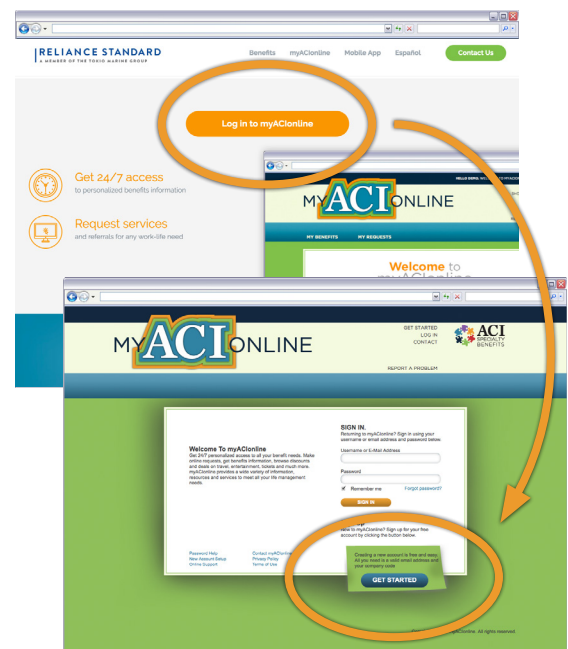
- Access personalized benefits information.
- Request services and referrals for any work-life need.
- Contact ACI directly for immediate concerns.

Employees and all family members are eligible for anytime, anywhere access. Responses are just as timely as other methods, including phone and email.

## How to Get Started

**Logging in to myACIonline for the first time is easy.**

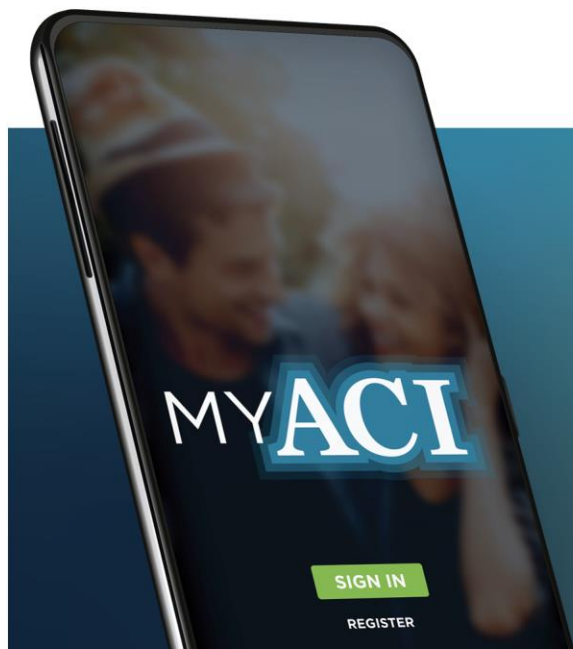
1. Go to: <http://rsli.acieap.com> and click **Log in to myACIonline**.
2. Create a new account by clicking **GET STARTED**. The Reliance Standard company code, RSLI859, should already be filled in.
3. Complete your profile and sign in to start accessing benefits immediately.



## Questions?

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[rsli@acieap.com](mailto:rsli@acieap.com)  
<http://rsli.acieap.com>





# Enjoy convenient mobile access to your benefits.

**Browse** benefits. **Request** services.  
**Contact** ACI Specialty Benefits.

ACI Specialty Benefits makes accessing benefits easy with myACI Benefits. Simply download the app for iOS or Android to get started.

## How to download myACI Benefits:

- Visit your landing page for mobile app links:  
<http://rsli.acieap.com>
- or
- Search the App Store or Google Play for "**myACI Benefits**"

## How to start accessing benefits:

### Already have an account on myACIonline?

- **For existing users** of ACI's portals, simply sign in with your same account login information.
- **For new users**, register in-app for a new account using the corporate code:  
**RSLI859**

This new account login will also work to sign into ACI's portals to access your benefits online.

After signing in, users can directly connect with ACI Specialty Benefits to request services, get questions answered, and receive assistance. Specific benefit services may vary depending on the corporate benefit package selected.



**Contact ACI Specialty Benefits**  
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