

# NVFC First Responder Helpline Summary of Services



Visit [www.nvfc.org/helpline](http://www.nvfc.org/helpline) for information on how to access the Helpline and portal.

## What is the NVFC First Responder Helpline?

Provided by BHS, your NVFC First Responder Helpline provides you and your eligible household members with **free, confidential, in-the-moment support** to help with personal or professional problems that may interfere with work or family responsibilities.

## What Happens When You Call the NVFC Helpline?

A Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call; assess your need as a short-term issue, which can be resolved by a counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.\*

## Common Reasons to Call the NVFC Helpline

Relationships	Life Events	Risks	Challenges
Boss/ Co-worker	Birth/Death	Burnout/Anger	Daily responsibilities
Customers	Health/ Illness	Depression/ Anxiety	Financial/Legal
Friends	Marriage/Divorce	Suicidal thoughts	Parenting
Spouse/Kids	Promotion/ Retirement	Substance abuse	Stress/ Conflict

### Program Features:



#### Program Cost

This benefit is provided at NO COST\* to you and is paid for by your NVFC membership.



#### Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.

Information about your problem cannot be released without your written permission.



#### Available 24/7

Services are available 24-hours a day, 7-days a week via a toll-free number.

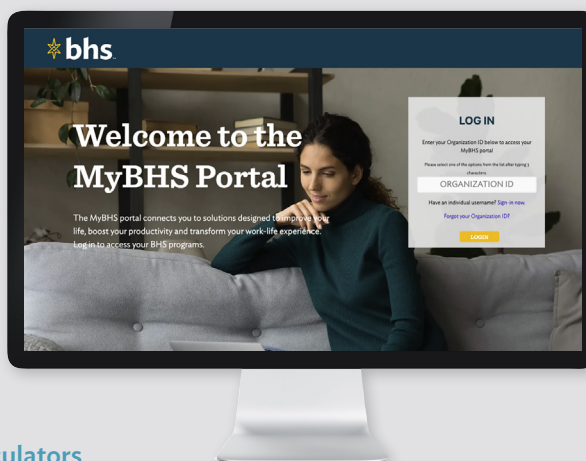
**Help is just a phone call away.**

## MyBHS Portal

The mobile-friendly MyBHS customer portal provides access to thousands of tools and resources on a variety of well-being and skill-building topics.

### Features:

- ✓ Program Information
- ✓ Access to Services
- ✓ Announcements
- ✓ Assessments
- ✓ Café Series Webinars
- ✓ Training Center
- ✓ Calculators
- ✓ Legal Forms
- ✓ News & Tips
- ✓ And more...



Access the MyBHS Portal online or via the app.



\* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

## Work-Life Services



### CHILDCARE

BHS provides up-to-date, carefully screened, national resources and referrals for a range of childcare needs including:

- Adoption and Special Needs
- Before and After School Programs
- Family Daycare and Group Homes
- Nanny and Au Pair Services
- Nurseries and Preschools
- Summer Camps



### ELDERCARE

BHS provides up-to-date, national resources and referrals for a range of eldercare needs including:

- Home-Based Services: Nutrition, Meals on Wheels, Cleaning and Repair
- Housing: Retirement Communities, Subsidized Housing
- In-Home Care: Medical and Nursing Rehabilitation Services
- Inpatient Services: Nursing Homes, Intermediate Care Facilities, Respite Care and Assisted Living Facilities
- Older Adult Services: Support/ Advocacy Groups, Volunteer Opportunities and Adult Day Care
- Transportation Services



### LEGAL

When faced with a legal matter, simply contact BHS and you will be connected to an attorney with expertise specific to your needs. **Legal benefits under the program include:**

- Free 30-minute consultations
- In office or telephonic with local plan providers
- Each consultation must be over a new legal topic
- 25 percent off the attorney's hourly rate when an hourly rate is quoted for services beyond consultation



### FINANCIAL

You and your household members can access unlimited telephonic financial counseling, information and education from BHS' team of highly-trained financial counselors. **Typical financial matters include:**

- Budgeting
- College Funding
- Credit Counseling
- Debt Management and Consolidation
- Retirement Funding

## Locator Services



### LOCATOR

BHS shall provide participants with a resource that allows for searches to be performed based on specific requirements regarding child and eldercare needs. This resource is available through the MyBHS portal.



**Better begins today.**

