



Overview

A program available to you and your family offering access to confidential professional support 24 hours a day, 365 days a year. All IMPACT counselors are qualified masters/doctoral level professionals.

Program Features



Live, Immediate Assistance

Call toll-free, 24/7: **800-227-6007**

- **Unlimited** phone consultation with a licensed mental health professional



Face to Face Counseling Services

- 5 complimentary face-to-face counseling sessions per person, per occurrence



Legal Assistance

- 30 minute complimentary appointment
- General advice and guidance
- Discounts for most on-going legal services



Financial Services

- Complimentary phone consultation with financial counselors and educators



Identity Theft Prevention and Recovery

- Complimentary phone consultation with an identity recovery professional regarding:
 - Reducing your risk of ID theft
 - Tools to independently resolve your issue



Comprehensive Work/Life Website

Self service information on everyday living issues and concerns via:

- Articles, tip sheets and other resources
- Webinars
- Workplace leadership tools
- Referral Locators including child, elder and pet care
- Self-assessments and surveys
- Savings Center with discounts on name brand items
- Legal documents such as advanced directives and property agreements
- Financial calculators
- Free ID monitoring through the Legal and Financial Center.

Accessing IMPACT Solutions Website

1. Go to www.MyIMPACTSolution.com
2. Click "Go to member login" on the top right hand corner
3. Enter your username: RioGrande
4. Click Submit

Frequently Asked Questions

Who is eligible for the program?

All employees, household members, dependents in and away from home, and parents/parents-in-law are eligible to use any of the IMPACT services.

What happens when I call IMPACT for assistance?

Regardless of when you call (day or night), you will immediately speak with a licensed Triage Counselor who can provide you with the support and guidance to navigate your present situation. After this initial phone consultation, if needed, you will be given the name of one of our network providers with whom you can arrange an appointment. Appointments are typically available within 3 to 5 business days from the time you call. Counseling referrals are coordinated by our Triage Counselors during normal business hours (Monday through Friday). They will identify a network provider that is suited to meet your needs, answer any questions you may have about the counseling process and follow up on how you are doing.

Please note: EAP counseling services are intended for brief counseling interventions. Certain professional treatment services, such as medical care, psychiatric service, long-term counseling/psychotherapy or testing are not included in the EAP offerings. In the event that such services are needed, refer to your health care plan for an explanation of covered services.

Will my employer know when I use the program?

All services are confidential and governed by federal and state laws. Information will not be shared without your consent or as mandated by law. Using the program will not affect your job security or advancement and all organizational policies and procedures remain in effect.

Who pays for the program?

The IMPACT Employee Assistance & Work/Life Program is available to you *free of charge*, courtesy of your employer.

