



Greetings!

We are excited to share that as of April 1, 2025 - Northstar EAP is part of ESI's Employee Assistance Programs. You'll have all the same great benefits you've relied on—plus an expanded range of help resources! Our commitment to providing high-quality, confidential support remains unchanged, and you'll soon have access to even more tools!

What's Staying the Same? Your EAP benefits remain confidential and free to you and your family. Access to professional counseling, work-life resources, and support for personal and professional challenges.

To help answer any questions, we've created an FAQ, below. For additional questions, feel free to contact us at clientservice@theEAP.com.

We're excited about this transition and look forward to continuing to support you!

Q. Will my assigned counselor change?

A. If you are currently seeing a counselor, you can continue with the same provider if they are part of our network. If changes are necessary, we will work closely with you to ensure a smooth transition to a provider that meets your needs.

Q. What happens to my approved EAP sessions for 2025?

A. Your existing approved sessions will still be honored. In fact, your eligible sessions will reset **April 1**. Going forward, you'll have access to an expanded range of counseling and support options.

- **Please Note:** if you're currently in counseling and want to continue with counseling, please call **1-800-252-4555** or complete the following [intake form](#).

Q. Can I still use text-based mental health support like TESS?

A. Yes! TESS, our AI-driven text support for mental health, is still available - text whenever you need support!

Q. Will there still be in-person counseling options?

A. Absolutely. In-person counseling remains an option for those who prefer face-to-face sessions. Additionally, we are expanding virtual counseling to offer even more flexibility.

Q. Who do I contact for support now?

A. From April 1, 2025 on, here is how to get support: Call **1-800-252-4555** or complete the following [intake form](#) to access EAP counseling. For any other questions or requests for information, please email: clientservice@theEAP.com.



Q. What's new?

A. See below for a brief overview and a video.

ESI EAP Assistance Overview – Below, a sampling of ESI EAP benefits – or [watch the video!](#)

- **[Counseling Benefits](#)** – In-the-moment access to Masters-and PhD-level counselors. Follow-up counseling alternatives include telephonic, text, or video messaging, telehealth, and in-person counseling. You also have access to the Talkspace Go App for self-guided, interactive courses and much more.
- **[Peak Performance Coaching](#)** – One-to-one telephonic coaching for a variety of topics, such as personal finance, relaxation, workplace conflict, and more.
- **[Personal Development & Training](#)** – Access thousands of online personal and professional development trainings, as well as monthly webinars, and monthly online classes in the [Talkspace Go app](#).
- **[Work/Life Benefits](#)** – Help for personal, family, financial, and legal issues is available for your everyday work/life issues, including child and elder care assistance, caregiver help, legal matters and more.
- **[Self-Help Resources](#)** – Log-in access to thousands of curated tools and informative articles covering virtually every problem you might face.
- **[Lifestyle Savings Benefit](#)** – Member discounts and perks from name brands.
- **[Wellness Benefits](#)** – Online Wellness Center and one-to-one telephonic Wellness Coaching for nutrition, weight loss, fitness, stress and substance misuse.

Thank you and we look forward to working with you!

ESI EAP Team

www.EducatorsEAP.com