BalanceWorks® is a work/life benefit provided to you at no cost by your employer.

You and your eligible family members can trust the BalanceWorks® service for confidential assistance with everyday work and family issues as well as more challenging personal concerns.

Get Started Now:

Call 1.800.EAP.CALL to speak with a Counselor or Personal Assistant.

or

Log on at www.mybalanceworks.com and enter your IDs.

Member ID: 14258400
Group ID: 1549

(ID numbers are needed only for first website log in)

When calling our confidential counseling services, your EAP Counselor will take you through our intake process, where we ask structured questions to assess your situation and determine the best level of care.
Confidential Assistance:

We understand that it takes courage to reach out and ask for help.

That is why we take special measures to make sure you are comfortable and that your information and identity is kept confidential - even from your employer.

The only exception of confidentiality occurs when members are at risk of harming themselves or others.

Counseling Services
Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone for a variety of stressful issues such as marital, family, substance abuse, depression, stress, grief, health, and more. Each counselor carefully listens to your needs and either offers short-term counseling focused on coping strategies or makes an appropriate referral to long-term counseling or specialized care.

Child/Elder Care Resources
Limitless resources are available to find the child and elder care that you need. We assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Your eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

Legal and Financial Consultations
You have access to free legal and financial consultations over the phone and in-person, referrals, and discounted fees. Call today for assistance with legal issues such as: bankruptcy, divorce, custody disputes, adoption, and financial issues: debt consolidation, tax questions, student loans, investments, credit problems, retirement, and more.

Personal Assistant
BalanceWorks® Personal Assistants (PA) are work/life experts who provide you with useful referrals, research, or information on just about any topic. The PA service is available 24/7 to respond to your requests, helping you to make informed decisions while saving you valuable personal time.

Personalized Web Portal
Log on to access hundreds of work/life articles, self-help tools, and interactive videos for personal and professional development. You can also submit and track requests to your Personal Assistant, chat live, and use the interactive calendar and date reminder.

Mobile Access
Utilize the BalanceGo Mobile App to access counseling and work/life resources while on the go. After logging on to your web portal and creating an account, simply download the app, enter your User Name and Password from the website and get started.

CALL 1.800.327.2255
or log on at
www.mybalanceworks.com