



First Responder Assistance Program Frequently Asked Questions (FAQ)

When and how can I access these services?

We offer you several ways to access these services 24 hours/7 days, including toll-free number, secure website and text/e-mail.

What is the phone number?

You can call the toll-free **855.207.1747** at any time.

How do I access the website?

The website can be accessed through the following URL: workhealthlife.com/us. The password is: **FRAP**

Do I need to enroll?

This program is included automatically with your plan of insurance, provided through Provident. You do not need to enroll in the First Responder Assistance Program.

Are the services only related to first responder incidents?

The services provided *are not* limited to first responder incidents and could be the result of work-related, family or any other unrelated incident or situation. The program is available to First Responders and their families to help cope with traumatic incidents, everyday life stress, family issues, and more.

Is the program confidential?

This program is confidential. No one will know you have used the service unless you give permission to discuss it or if you tell them yourself.

Can my family seek assistance?

Yes, all household family members can utilize these services.

How are these services provided?

This program provides first responders and their families with resources, tools and access to assistance regardless of the problem(s) faced. These services are provided through Provident by Bensinger, DuPont & Associates (BDA), a leading employee assistance program provider.

Tell me about the background and experience of the call center Counselors?

BDA Counselors have a minimum of a Master's degree and an average of 5 years of experience. Counselors have field licenses and many are certified Substance Abuse Professionals (SAP). In addition, Counselors have specialized training in trauma debriefing and grief intervention to assist individuals and organizations that have experienced trauma in the workplace.

BDA Counselors receive specialized training in Motivational Interviewing (MI), an effective tool in educating clients about change, identifying barriers, creating effective solutions, and guiding the selection of the best-matched referral resources. In addition, the Counselors receive behavioral health training for working with fire department employees and volunteers, crisis intervention, and SBIRT (prevention screening for substance abuse, anxiety, and depression).



Will I be billed for any of these services?

The program is included with your premium payment and is not paid for separately.

What types of problems can I get assistance with through the First Responder Assistance Program?

The First Responder Assistance Program offers resources and referrals for you and your family for issues regarding Stress Management, Depression, Family Conflict, Anxiety, Relationships, Financial or Legal, Addictions, Grief and Loss, Problem Gambling and Child Elder Care.

What are work life services?

This program offers consultation, resources and referrals for the everyday concerns that can cause distractions and loss of focus when a First Responder or family member needs it most, including:

- **Family** -- Child care, elder care, adoption research and referrals
- **Legal** -- Access to attorneys are for 30-minute phone or in-person legal consultation
- **Financial** -- Referrals to consultants to assist with debt management, credit problems, retirement planning or college funding

Describe the online information, tools and services that are available?

Our interactive website provides you with information on issues that matter to you – from family life to legal and financial. You also have access to:

- Online wills and legal forms
- Interactive behavioral health assessment and tools
- Child and elder care locators
- Calculators and tools to help with financial decisions
- Identity theft prevention and recovery information

The First Responder Assistance Program is not insurance and is provided through Provident Agency, Inc. by Bensinger, DuPont & Associates. This program is included with the insurance coverage underwritten by AXIS Insurance Company and provided through Provident. Coverage is subject to exclusions and limitations, and may not be available in all US states and jurisdictions.