



practice wellness personal

Empowered by LifeWorks

FAQ

What is Practice Wellness Personal (PWP)

Practice Wellness Personal (PWP) is a resource addressing issues related to Life, Family, Money, Work and Health. This Employee Assistance Program (EAP) is uniquely designed for the NCMS Plan. PWP also offers a news-feed style interface, which allows the NCMS Plan to communicate news directly to members. This direct communication channel will allow members to receive information on various [Practice Wellness resources](#) that support overall well-being

What is included?

Practice Wellness Personal consists of **Life** and **Perks**.

Life is the EAP/WorkLife and well-being platform that delivers comprehensive help and support in any area of life – health, family, money, work and everything in between. **Life** offers a range of ways to support our members, 24 hours a day, 7 days a week. Here members will find great digital content, articles and media, ready to use whenever they need it, sourced from leading experts in physical and mental health, nutrition, relationships and financial support. Members can also speak confidentially with trained counselors via telephone, video or in person – they have the knowledge and experience to offer support and strategies for a variety of work-life issues.

Perks is the place to help our members save. Members will have access to a wide range of meaningful perks and discounts from major brands every day to help them save money, whether they shop in-store, online or via cell phone.

What is the cost of the program?

This service is available to your practice at no additional cost.

Why is the NCMS Plan offering Practice Wellness Personal (PWP)?

The NCMS Plan has partnered with [LifeWorks](#) to deliver best-in-class counseling, digital content and perks to support members' emotional, mental, physical and financial well-being.

Well-being is more than simply the absence of disease. It is the full integration of social, emotional, spiritual, environmental, occupational, intellectual and physical well-being. These dimensions act, and interact, in a way that contributes to an overall quality of life. The NCMS Plan is dedicated to providing our members with strategies to eat, move and live in a purposeful and mindful way.

What does this mean for you?

As an Administrator, the NCMS Plan will provide you with all of the information you need to inform and empower members. This includes flyers, user guides and other communication templates.

Who is this program available for?

PWP allows for 24/7/365 assistance for ALL NCMS Plan members **with** health coverage.

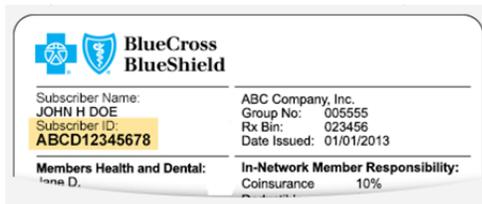
How do we access the program?

Easy Access 24/7/365

- Toll Free Telephone: 888-45601324
- Spanish: 888-732-9020
- TTY/TDD: 800-999-3004

Register with LifeWorks

- Visit ncmsplan.lifeworks.com
- Select 'Sign Up' where you'll be prompted to enter your invitation code.
- Enter 'PWP-' followed by your subscriber ID (highlighted below) and you can set up your account.
- Once you've registered, access LifeWorks by browser or download the easy-to-use app so you never miss a thing!



Download the App

- To get the app: Search "LifeWorks" in the Apple App Store or Google Play Store and look for the LifeWorks logo.



- To use the app: Select "Log in" and enter the details you created when registering.

NOTE:

The App is available on iPhone iOS 8 and above, and Android Lollipop 4.0 and above. Please make sure the storage on your device isn't full, and that you know the login details to the Apple App Store or Google Play store.

What are the supported web browsers?

- Chrome 43 - 48
- Firefox 38 - 44
- Safari 6.2 - 9
- IE 10 - 11

How do we reach Technical Support?

Visit: help.lifeworks.com and "submit a request"

Does the Practice Wellness Personal (PWP) program offer in person counseling in addition to telephonic?

NCMS Plan members have access to 3 in-person sessions. The program offers telephonic assessment and in-person counseling. The criteria are based on the telephonic clinical assessment with the participant and a Master's level counselor from LifeWorks. The counselor assesses the issues and creates a plan with the participant for sessions and/or other resources or referrals. Lifework manages a network of counselors available for in-person sessions across the U.S. which, of course, includes North Carolina. A LifeWorks telephonic counselor will assist in finding an in-person counselor near the location that the member requests (near home or work etc.) and will suggest video counseling if appropriate. The counselor will also work with the member to ensure connection to their longer term benefits, if that is the clinically best option.

Is member information kept confidential when accessing support through Life?

Yes. All services provided through **Life** are completely confidential. The only exceptions to confidentiality are situations where there is a serious risk of harm to a member or someone else exists, including domestic violence where there is a child in the home, and situations where LifeWorks is required by law to release the information, such as a court subpoena. LifeWorks can only release information to an employer if a member has provided LifeWorks with a signed Release of Information (ROI) form.

Please outline the capabilities of the program to address a crisis.

LifeWorks can provide Critical Incident Stress Debriefings for an additional fee. Pricing is per hour based on response request (from 24 hour to 2 hour response time). If interested, please contact [Jason Horay](#).

Does the vendor have the capabilities to present locally to clients/managers on specific topics?

LifeWorks can provide webinars and in-person topical sessions for an additional fee. A fee for webinars depends on session length and delivery method. If interested, please contact [Jason Horay](#).

Could the PERKS portion of the program align with a practices wellness incentive management program?

LifeWorks does have this capability in their roadmap for the future, although their current offering does not support this.

If PWP is being used in conjunction with an existing wellness program, can unique users be tracked? For example, if a person completes an archived seminar online and receives credit for viewing.

LifeWorks does not currently support this, as confidentiality is maintained and doesn't identify nor report individual activity. Together, we can work together to create other ways to accomplish this is based on participant self-reporting.

If a practice were to leave the NCMS Plan (does not renew) could they have the option of staying with LifeWorks?

Yes. LifeWorks can enter into a contract discussion with an individual practice although the price would likely be much higher than the NCMS Plan's negotiated rate.

How can I learn more?

Listen to the recorded information session: [XXXX](#)

Contact [Jason Horay](#)