

# The AllOne Health App and Member Portal— Instant Access to Your Assistance Program

Taking care of your mental health should be simple, supportive, and always within reach. That's why we created the AllOne Health app and member portal—to make it easier than ever for you to access the care you need, when you need it.

Whether you're navigating life's challenges, looking for resources, or just need someone to talk to, we're here to help.

## WHAT YOU'LL FIND

### **Virtual Counseling Made Easy**

Self-schedule virtual counseling sessions directly through the app.

### **Izzy, Your AI Mental Health Navigator**

Receive guidance and personalized support in real time.

### **On-Demand Self-Help Resources**

Explore self-guided therapy (iCBT), articles, videos, assessments, and tools.

### **Family Care and Lifestyle Support Referrals**

Request referrals for childcare, eldercare, legal, financial consultation, personal assistant and medical advocacy.

### **Real Human Support**

24/7 live assistance is always just a tap away when you want to speak to someone.

## HOW IT WORKS

- 1. Download the AllOne Health App** from the [Apple App Store](#) or [Google Play Store](#) or visit [allonehealth.com/portal](http://allonehealth.com/portal).
- 2. Sign Up** using your member portal and app code. The email address and password used to create your account will work for both the app and the member portal.
- 3. Start Exploring** – Book sessions, chat with Izzy, and discover resources that support your whole health.



### **Download the App and Take the First Step**

No matter where you are in your journey, support is here—because your mental health deserves care that's easy to access, always available, and built around you.



Contact AllOne Health  
Call: 800-451-1834  
Visit: [allonehealth.com/portal](http://allonehealth.com/portal)

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Life comes with challenges.

# Your Assistance Program is here to help.

Your Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are free, confidential, and available to you and your family members. This includes access to short-term counseling and the wide range of services listed below:

## **Mental Health Sessions**

Manage stress, anxiety, and depression, resolve conflict, improve relationships, and address any personal issues. Choose from in-person sessions, video counseling, or telephonic counseling.

## **Life Coaching**

Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and achieve greater balance.

## **Financial Consultation**

Build financial wellness related to budgeting, buying a home, paying off debt, resolving general tax questions, preventing identity theft, and saving for retirement or tuition.

## **Legal Referrals**

Receive referrals for personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

## **Work-Life Resources and Referrals**

Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

## **Personal Assistant**

Save time with referrals for travel and entertainment, seeking professional services, cleaning services, home food delivery, and managing everyday tasks.

## **Medical Advocacy**

Get help navigating insurance, obtaining doctor referrals, securing medical equipment, and planning for transitional care and discharge.

## **Member Portal and the AllOne Health App**

Instantly access 24/7/365 mental health support with self-scheduled virtual counseling sessions, on-demand self-help resources, and guidance from Izzy, your AI navigator. Download the AllOne Health App and use the member portal access code below to sign up.

Specific offerings may vary depending on your organization's assistance program plan design.



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# Building Financial Wellness Is Good for Health

**It's all connected.** Financial health can affect mental health, which can affect physical health and wellness. Working with a financial coach can help you reach goals, save for emergencies, retire with confidence, and positively impact well-being.

Reach out to your Assistance Program for **financial consultation referrals** to help with:

- Budget coaching
- Bankruptcy consultation
- Home buying
- Debt management consultation and resources
- Managing taxes
- Identity theft
- Retirement questions and guidance
- Saving for college

*Financial consultation referrals are free to use, confidential, and open to family members.*

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# Need Legal Advice? Request a Referral Through Your Assistance Program

**Legal issues can be stressful**, time-consuming, and complicated. Your Assistance Program can help with legal referrals to address a wide range of personal matters.

**Reach out to your Assistance Program for legal referrals**  
on a variety of issues:

- Estate planning
- Real estate
- Eldercare
- Divorce/custody
- Bankruptcy
- Adoption
- Wills/trusts

Your member portal also includes information, resources and DIY legal documents to help with various personal legal matters.

*Requests for legal referrals are confidential and open to all family members.*

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# Life Coaching Can Help You Reach Personal Goals

**Work with a certified life coach** through your Assistance Program to receive guidance and insight to reach personal goals and unlock your full potential.

Reach out to your Assistance Program for **one-on-one coaching sessions** to address personal priorities:

- Achieve personal and professional goals
- Manage life transitions
- Improve stress and time management
- Overcome obstacles
- Strengthen relationships
- Improve communication
- Manage multiple projects and demands

Your Assistance Program provides free counseling and life coaching sessions. If you are unsure which type of session is right for you, reach out and we will guide you in the right direction. Coaching sessions are free to use, confidential, and open to family members.

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# Make Your Mental Health a Priority

When it comes to managing mental health, **you are not alone**. Reach out to your Assistance Program to speak with a mental health clinician about any issue impacting your well-being.

Choose from in-person sessions, video counseling, or telephonic counseling. **Mental Health Sessions** provide short-term counseling to help:

- Manage stress, anxiety, grief, depression
- Cope with change or challenges
- Build self-awareness and practice self-care
- Resolve conflict and improve relationships
- Address substance misuse and recovery
- Talk through any personal issues

Your Assistance Program is confidential, free to use, and open to family members, and mental health sessions are provided by our network of clinicians.

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# Receive Lifestyle Support with Personal Assistant Referrals

**Life is often busy**, and responsibilities can feel overwhelming. Your Assistance Program is here to help save time and clear your mind with personal assistant referrals.

Our personal assistant team listens to your requests, conducts research, and provides comprehensive referrals, resources, and information to help with your needs. **Personal Assistant** referrals can include:

- Home care, renovation, and repair services
- Grocery and meal delivery services
- Transportation, car maintenance and repair
- Travel research, planning and itineraries
- Self-care, spas, gyms, and local services
- Theatre, concerts, and sporting events referrals
- Children's sports, programs, and activities
- Donations and volunteer opportunities

*Personal Assistant referrals are non-transactional.  
Your Assistance Program is free to use, confidential, and open to family members.*

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# Help Is Here To Manage Life's Many Responsibilities

To juggle work, life, and caregiving responsibilities,  
you sometimes **need an extra hand**.

**Reach out to your Assistance Program for resources and referrals**  
to address a variety of life and family needs:

- Childcare
- Eldercare
- Pet care
- Adoption
- Special needs support
- Education
- Enrichment activities
- Housing
- Transportation
- Community resources  
and referrals

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# Medical Advocacy Can Help When It Matters Most

**Caring for yourself and loved ones can be time-consuming** and require many answers surrounding healthcare coverage and options. Medical Advocacy consultation and referrals through your Assistance Program can provide information, guidance, and resources to help.

Reach out to your Assistance Program for  
**referrals to a Medical Social Worker** for help with:

- Interpreting information related to claims, coverage
- Navigating healthcare
- Obtaining doctor referrals
- Securing medical equipment
- Planning for transitional care or discharge

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