

Member Guide

BalanceWorks® Student Assistance Program is a free student school/life benefit.

Your Student Assistance Program is designed to effectively balance your academic and personal life by providing professional support and a Personal Assistant service. It will ease the stress you may be facing due to personal issues and the pressures of academics.

Counseling Services

Our counselors are Mental Health Professionals who provide confidential counseling in-person or over the phone. Each counselor carefully listens to your needs and offers short-term counseling focused on coping strategies or will make an appropriate referral to long-term counseling or specialized care in your area. Counseling is available for a variety of stressful issues such as:

- Academics
- Relationship Issues
- Stress
- Alcohol and Substance Abuse
- Eating Disorders
- Emotional Problems
- Financial Issues
- Legal Issues
- Depression/Anxiety
- Adjustment

When calling our confidential counseling services, your Student Assistance Program Specialist will take you through our intake process, where we ask structured questions to assess your needs and determine the best level of care.

Get Started Now:

Call your Student Assistance
Program Specialist at

1.800.327.2255

Log on at
www.mybalanceworks.com
or the BalanceGo mobile app

Member ID: 37067710

Group ID: 8774

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

Mobile Access

Utilize the **BalanceGo** Mobile App to access counseling and work/life resources from your Android or iOS devices. You can contact a Personal Assistant, submit a question to Ask-A-Counselor, and start legal and financial requests, all from the convenience of your mobile device.

Personalized Web Portal

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

Personal Assistant

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

Legal & Financial Consultations

Access **BalanceWorks**® to utilize no cost legal and financial consultations. Half-hour legal consultations can be done over the phone or in-person, and can be used for issues such as divorce, custody disputes, and wills. Discounted legal fees are also available if a longer consultation is required. Half-hour financial consultations are provided over the phone, and can provide assistance with topics such as debt consolidation, tax questions, student loans, and investments.

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 are kept confidential - even from your college.

The only exception of confidentiality occurs when members are at risk of harming themselves or others, or if the welfare of a child is in question.



CALL 1.800.327.2255

Log on at www.mybalanceworks.com*
Or access the BalanceGo Mobile Phone App*

* Create a User Name and Password on either the website or the mobile app. One User Name and Password accesses both.

- Personal Assistants can:
- Research Tutoring Options
 - Plan a trip or vacation
 - Gather health information
 - Research career information
 - Research schools / financial aid
 - Collect relocation information
 - Research medical information
 - Locate dining and entertainment
 - Provide childcare resources
 - Coordinate your event

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