

JACK KENT COOKE

FOUNDATION



Member Guide



YOUR TOTAL WELLBEING PROGRAM

NexGen is your confidential Student Assistance, Work/Life, Wellness, and Health Advocacy benefit provided by your organization at no cost to you.

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

**Get
Started
Now:**

TO ACCESS YOUR TOTAL WELLBEING SERVICES:

Call 1.800.EAP.CALL

Log on at: www.nexgeneap.com

Enter your ID.

Company ID: 8774

(Company ID is needed only to create an account on website.)

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 situation and determine the best level of care.

Counseling Services

Our counselors are Mental Health Professionals who provide confidential counseling 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

Access resources to help you find the child and elder care that you need. We can assist you with finding a pediatrician, babysitter/nanny, camps, sports lessons, music lessons, and college applications and financial aid. Eldercare resources include help with housing options, assisted living facilities, Medicare, doctors, financial planning, and transportation.

Legal and Financial Consultations

Access NexGen to utilize your 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. ID Theft resources are also available.

Virtual Concierge

The Virtual Concierge Service is available 24/7 to save you valuable time and help you balance the competing demands of work and life. The Virtual Concierge Service features dedicated Personal Assistants available to provide you with research, referrals, or information on just about any topic.

Individualized Wellness Resources

Your comprehensive, personalized Wellness Program encompasses all areas of wellbeing from nutrition and fitness to relaxation and restoration. Submit a wellness request, schedule a call with a Wellness Coach, or receive individualized wellness tools and resources.

Health Advocacy

Our licensed Care Guides are available to provide benefit information and assistance navigating your health plan. Care Guides provide healthcare claims and appeals management, healthcare billing assistance, prescription information and costs, as well as healthcare provider research.

Online Resources

Access your Total Wellbeing Program virtually via a personalized web portal. Access counseling, work/life, health advocacy, and wellness resources right from your computer. You can also submit requests directly to your Personal Assistant, access exclusive entertainment discounts, chat live, and start a financial or legal request.

Confidential Assistance:

We understand it takes courage to reach out and ask for assistance, which is why we ensure that your information and identity are kept completely confidential - even from your organization. Exceptions occur only when members are at risk of harming themselves or others or when the welfare of a child is in question.



CALL
1.800.327.2255

ONLINE
www.nexgeneap.com

Mobile App
BalanceBenefits

