



Member Guide

Your CHCP Student Assistance Program
is a student work/life benefit.

Our Student Assistance Program was created to help you effectively balance your academic and personal life by providing professional support as well as your own Personal Assistant. It will ease stress that you may be facing due to personal issues and the pressures of academics.



Get Started Now:

Call **1.800.327.2255** to speak with a
Student Assistance Program Specialist
or

Log on at www.mybalanceworks.com and
enter your IDs.

Member ID: 89790912

Group ID: 8903

When calling our confidential counselling services, your EAP Counselor 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 telephonic counseling. 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
- Financial Issues
- Legal Issues
- Stress
- Eating Disorders
- Emotional Problems
- Relationship Issues
- Alcohol and Substance Abuse
- Depression/Anxiety
- Adjustment



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*

Your Personal Assistant (PA) is a work/life expert who provides you with useful referrals, research, or information on just about any topic. Your PA is available 24/7 to respond to your requests - helping you make informed decisions while saving you valuable personal time.

What to Expect

Your PA will provide you with a comprehensive response within the timeframe you require. You select the urgency of each request, and you can receive your personally prepared document as quickly as the next day.

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Your Student Assistance Program is a service provided by



- Your Personal Assistant can help:*
- Plan a trip or vacation
 - Gather health information
 - Coordinate your event
 - Research schools / financial aid
 - Collect Relocation information
 - Research medical information
 - Locate dining and entertainment
 - Find the perfect gift
 - Compare online shopping prices