

# Beyond



# Benefits

Fourth Quarter 2020

[eniweb.com](http://eniweb.com)

## Client COVID Care

*A look at **eni's** additional services created to support our clients as they navigate a global pandemic with their employees.*

## What Our EAP Members Are Saying

### New for 2021: Modernized Counseling

### Industry Expertise from our Founder and CEO, Gene Raymondi



# Client COVID Care



The challenges clients faced in response to COVID-19 required a different level of support, especially from their employee assistance program providers. **eni** did not waste any time developing programs, services, and additional mechanisms to support our clients across industries as they navigated a global pandemic with their employees.

**eni** created a COVID Life-Event in for the web and app users of **NexGenEAP** that houses all of our COVID-related resources and content in one spot. Those topics include finances, isolation, parenting, virtual learning, safety and wellness, returning to work, and traveling.

Our Client Outreach program began with status check-ins on clients to assess their needs and offer needed support, including the development of organization specific COVID resources packets that reflected current and anticipated requests. A more general Coronavirus Resource Packet was created and updated weekly with new information on mental health, understanding COVID and its changes to children, advice for remote work, work/life balance, compassion/pandemic fatigue, maintaining relationships while maintaining social distance, and more.

Financial aid resource packets were delivered to companies to assist employees with COVID related economic hardships, including information on who to call to suspend recurring payments until federal assistance was delivered. Our webinars expanded to include topics like HR's response to COVID-19, celebrating holidays remotely, and how to safely return to school. These seminars were supplemented with blogs, monthly newsletter articles and flyers providing useful information related to the coronavirus along with a weekly COVID in the Workplace emails.

On-site/virtual counseling sessions were provided as CISDs to assist employees with the mental health aspects of the pandemic including compassion fatigue, stress, anxiety, and depression.

# What Our EAP Members Are Saying



I was being billed over \$200,000 because my insurance company billed the wrong policy for services related to the birth of my twins. My Health Advocate helped me straighten everything out, and now I'm only responsible for my deductible! Thank you!



As a transgender person health care and navigating insurance is insufferable. I'm always reading the fine print, doing pre auths, fighting decisions... but they were so helpful and went above and beyond to answer my questions. They were so understanding and affirming of who I am and my concerns. I so appreciate them.



After working with my coach for 3 months I have significantly reduced my cholesterol, blood pressure and BMI. I could not have done this without the assistance of my Wellness Coach. The accountability and insight provided by her really propelled me to achieve my goals.

# New for 2021: Modernized Counseling



**eni** is kicking off 2021 with modernized counseling options that are safe without compromising the quality of care.

Delivering modern counseling requires providers like **eni** to keep innovation at the forefront of research and development while maintaining high level customer service. Texting, live chat, and mobile requests options for intake simplify the process for initiating care.

Live chat for **NexGenEAP** connects clients with one of our highly skilled EAP Counselors from their app or member portal for general inquiries, follow-up questions, and new intakes. The texting option for **NexGenEAP** users allows clients to text one of our EAP Counselors to initiate the use of EAP counseling sessions only. Lastly, clients can use their app or web portal to submit a request for counseling sessions.

2020 has been a lesson in doing things differently, and **eni** has adapted by providing more options for accessing high quality care.



# Gene Raymondi

CEO and Founder of eni

Benefit communication and engagement, your keys to retention and increased ROI.



## VISION

Revolutionize how benefits are packaged, delivered, and connected to employees in a manner that maximizes the return.



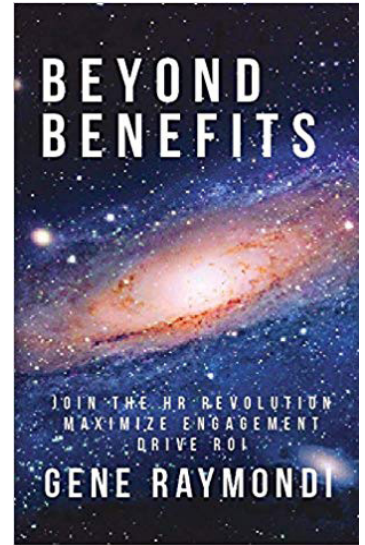
- Past President of local SHRM Chapter
- Serves on SHRM Technology and HR Management Panel
- Attended over 20 SHRM National Conferences.

## Industry Expert

As the Founder and CEO of eni, Gene Raymondi is a national expert in behavioral healthcare and integrated benefits, with 30+ years in Human Resources.

eni is a benefits integration, communication, and engagement company that's developed solutions that maximize Total Rewards Programs to improve the employee benefits experience and increase benefit utilization.

In 2014, Gene authored his first book, *Beyond Benefits*, which details the concept of benefit integration. Gene is working on his second book, *Future Proof the Employee Experience*.



## Appearances in the Industry



Gene has presented on Integrated Benefits Solutions at numerous conferences, associations, and webcasts including HR.com, Human Capital Institute, World Congress, HR Management, EBN, the Connex Chronicle, SHRM, and the World at Work Total Rewards Conference.



NexGenEAP is a holistic solution for a vibrant, healthy workforce that goes beyond traditional EAP services and offers your employees a truly integrated approach to wellness.

Contact **eni** today to learn how NexGenEAP can further enhance your benefits package.

**Contact eni**

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