



Employee Assistance Program

Your Employee Assistance Program (EAP) is a well-being benefit that provides:

- Free & Confidential Counseling
- Personal Growth Support
- Stress Management Assistance
- Legal Assistance & Will Maker Programs
- Financial Consultations & Calculators
- Wide Range of Member Resources: Mental Health, Parenting, Eldercare Support, & more.

Accessing your benefits is easy, confidential, and no cost to you.



Crisis Counselors Available by Phone 24/7



Service Providers in Your Area



Confidential and Secure

You can start your counseling sessions in three easy ways: **Call, Text, or Go Online.**



Call 1-800-726-0003



Text 208-336-4275



Go Online at: www.bpahealth.com/portal-login/

Next, you can browse Member Resources, locate a preferred Provider, and access Virtual Counseling through the BetterHelp Login.

Get started today at www.bpahealth.com



Username: **City of Boise**
Password: **8007260003**
Number of sessions: **6**



The BPA Health Difference

Comprehensive Support That Drives Real Results

At BPA Health, we go beyond traditional EAP services. Our proactive, high-touch approach ensures that employees and their families receive the right care, at the right time—reducing stress, improving well-being, and enhancing productivity. What sets us apart is our commitment to personalized support, ease of access, and comprehensive resources that address not only mental health but also financial, legal, and everyday life challenges. Our key differentiators are:

- ✓ **Personalized Service Navigation** – No more hours spent searching for a provider. Our Service Navigators:
 - Provide a list of 3 vetted providers within 24 hours and will schedule appointments
 - Follow up at 10 days to ensure connection
 - Check-in again at 30 days for additional support
- ✓ **Critical Incident Response (CIR)** – Immediate, expert-led support during workplace crises, trauma, or grief situations
- ✓ **Advanced Provider Search Filters** – Find the right provider based on specialty, age, and availability (nights/weekends)
- ✓ **Mandatory Management Referrals** – We guide employees throughout the process and provide progress reports

Beyond Mental Health: Whole-Person Well-Being

BPA Health provides resources that support every aspect of life, including:

- ✓ **BetterHelp Virtual Therapy** – Convenient Online counseling, including options for couples and teenagers
- ✓ **Financial & Legal Assistance** – Free tax filing (TaxSlayer), bankruptcy & discrimination support, estate planning & more
- ✓ **Caring for an Elderly Relative** – Expert guidance on aging-related decisions
- ✓ **Parenting & Family Support** – Resources to help navigate every stage of parenthood
- ✓ **Identity Theft & Credit Fraud Recovery** – Personalized assistance in handling fraud and security breaches
- ✓ **Home Buying & Selling Resources** – Tools and guidance for major life transitions



Did you know?

Employees using an EAP are **6X more likely** to remain engaged at work, show improved job performance and job satisfaction.

"Based on the results of utilizing the Management Referral Program with BPA Health, we were able to retain a long-time employee. We are very grateful for our continued partnership and recommend BPA Health to any employer looking to partner who cares as much about our employees as we do."

–Employer, Employee Assistance Program



Helping people be healthier and organizations more effective since 1974.
Call us at (800) 726-0003 or visit us at bpahealth.com to learn more.