



Frequently Asked Questions



What is LifeWorks?

LifeWorks is a full-service employee assistance program (EAP) and work- life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counseling.

How can LifeWorks help me?

LifeWorks can provide support and resources to help you find answers to questions related to life, health, family, money, or work. You can contact LifeWorks for support with any issue, challenge, or concern – anytime, anywhere, any way. The program can help you;

- Find new ways to tackle life's stressors
- Resolve personal and emotional challenges
- Address marital and relationship concerns
- Access grief & loss support
- Strengthen relationships and improve communication
- Locate childcare in your community
- Find elder care and caregiving resources
- Access help for substance abuse concerns
- Find answers to legal questions
- Access practical tips to help make life a little easier

What services are available?

- 24/7 access to professional, caring consultants for advice and support
- Up to 5 EAP short-term counseling sessions - at no cost to you
- Access to easy-to-use online resources with helpful online toolkits, podcasts, articles and self- assessments.
- CareNow online digital well-being programs with practical strategies to help boost your well being
- Financial and Legal resources including a free 30-minute consultation with an attorney and discounted legal services

Is LifeWorks confidential?

Yes. We take the utmost care to protect the identity of anyone who uses LifeWorks. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if a consultant or counselor deems an individual to be at imminent risk of harm to self or others.

Who pays for LifeWorks?

LifeWorks is available at no additional cost to you, as defined by your benefits plan. Your employer provides this program as a benefit to support your wellbeing.

Who can use LifeWorks?

LifeWorks is available to you as an employee of your organization, as well as to your spouse/partner, and to your immediate family members/dependents.

How do I connect with LifeWorks?

- Reach out by phone anytime 24/7 at **855-549-4879** Connect with a professional consultant for support, strategies, tools, and referrals.
- Online at autonation.lifeworks.com (username: [autonation](#) password: [lifeworks](#)): Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- By free mobile app for iOS or Android (Download the app by searching for “LifeWorks” in your device’s app store)