

CLAREMONT

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Helping you be your best.



Effective January 1, 2023



EAP Benefit Summary

For Employees and Covered Dependents of: County of San Mateo

Claremont Employee Assistance Program (EAP) offers a range of behavioral health tools to help resolve personal issues and enhance your well-being. You and your eligible family members can receive confidential, mental health support at no cost. Claremont also provides access to a range of digital and in-person resources to help you address virtually any personal concern or question.

Who provides the EAP?

Claremont is a comprehensive behavioral health benefits solution committed to your wellness. We offer a range of clinical options for individuals, couples and groups in order for you to get help when, where and how you need it.

Who will know?

The EAP is a confidential service. Claremont understands the importance of maintaining your privacy. Your involvement with Claremont is afforded the maximum confidentiality permitted under the law.

At what cost?

There is no cost to you or your covered dependents for EAP services; however, all services must be pre-authorized by Claremont.

What's the first step?

Call 800-834-3773 to discuss your issue or situation with an experienced counselor who will refer you to the resources most appropriate for your needs.



Call toll-free, 24/7
800-834-3773
claremonteap.com



Claremont provides multiple behavioral health solutions to enhance your well-being.

Mental Health Benefit

Claremont offers a range of clinical options including in-person short-term counseling, text-based support, video and phone, and online peer support groups. Claremont clinical services address issues such as marital/relationship, depression, grief and loss, anxiety, stress, substance abuse and work stress.

Short-Term Counseling

Claremont offers you:

8 free, short-term counseling visits per family member, per incident, per year for almost any personal issue.

Our staff will work with you to find the most appropriate counselor to meet your needs.

Online Peer Support Groups

Virtual support and recovery groups lead by certified specialists address a range of issues such as addiction, depression and anxiety. (10 free sessions per 12 months)

Tess AI Chatbot

You have 24/7 access to Tess, an AI chatbot for emotional support and check-ins to boost wellness. Text "Hi" to 650-825-9634 to get started. When prompted, text "Claremont" as your employer. (unlimited)

Legal Consultations

Attorneys are available to answer your legal questions, either in-person or over the phone. We provide up to 30 minutes of free consultation per issue. On-going services, if required, are offered at a 25% discount. The EAP can assist with legal issues such as:

- Divorce
- Child custody
- Real estate
- Personal injury
- Criminal law
- Free Simple Will Kits

Work/Life Referrals*

Our Work/Life consultants provide you with referrals and information for services such as:

- Child care
- Elder care
- Pet care
- Adoption assistance
- School/College assistance
- Health and wellness
- Convenience referrals

*The EAP cannot offer recommendations for Work/Life Referrals. Individuals have the responsibility to evaluate and choose the most appropriate services to meet their needs.

Financial Consultations

Financial professionals will provide telephonic coaching on a range of concerns. We provide up to 30 minutes of free consultation per issue. The EAP can help with financial issues such as:

- Budgeting
- Debt management
- Tax planning
- Retirement
- Home buying strategies
- College planning
- Credit report coaching

Online Resources

The Claremont website (claremonteap.com) offers a wide range of behavioral health and positive psychology resources such as articles, webinars and videos.

- Personal Advantage Website
- Positivity Center
- EAP Benefits Center
- COVID-19 Resource Center
- Anti-Racism Resource Center
- First Responder Resource Center



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