

San Diego and Imperial County Schools Risk Management Joint Powers Authority

EASE Evernorth Employee Assistance Program (EAP): Toll-free number: 1.888.736.7009
Instructions for the initial registration on well.evernorth.com
Employer ID: "EASE" [not case sensitive]

Your Employee Assistance Program with Evernorth can help you balance work and family life. It offers 6 counseling sessions (per issue, per plan year) and a variety of support resources to assist you with day-to-day tasks. You can access these resources by calling your Employee Assistance Program (EAP) at 1.888.736.7009 and accessing online at: well.evernorth.com.

Please note: If you or your household members have previously registered on well.evernorth.com for coverages through a different employer, you must complete a new registration, using a new (different) username and password to access your EAP resources through your current employer.

Need help with registration or login? Call technical support at 1.888.736.7499 and select the prompt for web support or call your designated EAP toll-free number.

For the initial EAP registration, please go to: well.evernorth.com.

Following are navigation instructions and screenshots:

Go to well.evernorth.com and select the "REGISTER" radio button to start the initial registration.

EVERNORTH HEALTH SERVICES REGISTER

Member Login

USERNAME

PASSWORD SHOW

LOG IN

USERNAME? PASSWORD?

You will then see the screen below. Please enter your First and Last Name, and then select "Next".

EVERNORTH HEALTH SERVICES Contact

Registration Your Progress 10%

< Back

Activate your Evernorth account

First Name

Enter your full first name—not a nickname.

Last Name

Next

Who can register?

Anyone participating or enrolling in an Evernorth plan can register for online access to their information. Spouses, partners, and dependents covered by another family member's plan can also register.

Enter your date of birth, and then select "Next".

Registration

Your Progress  20%

[← Back](#)

What's your date of birth?

Month Day (dd) Year (yyyy)

[Next](#)

Enter your zip code, and then select "Next".

Registration

Your Progress  35%

[← Back](#)

What's your home ZIP code?

ZIP Code

Recently moved? We may have your previous ZIP code on file.

[Next](#)

Please select "Confide or Employee Assistance Program Registration", and then select "Next".

Alert: If you or a household member previously enrolled in Evernorth through a different employer, please complete the registration process again and use a new User ID and password.

Registration

Your Progress  50%

[← Back](#)

What best describes you?

- Confide or Employee Assistance Program Registration
If you are registering for Confide or Employee Assistance Program Only.
- I'm the Subscriber
The person who signed up for the plan through their employer.
- I'm a Dependent
A child, spouse or domestic partner covered under the subscriber's plan.



[Next](#)

Please “Confirm Your Identity”: For the Employer Name or ID, please enter “EASE”. This is the “Employer ID” listed on your EAP brochure or overview flyer. The Employer ID is not case sensitive. Under “Your Relationship to the Employee” section, select “Employee” or “Other person living in the home” as applicable.



[Contact](#)

Registration

Your Progress  65%

[< Back](#)

Confirm Your Identity

To give you access to EAP or Confide benefits, we need a little information from you

Employer Name or ID

Your Relationship to the Employee

[Next](#)

Not what you're looking for?
[Try another registration method](#)

Please create your unique “Security Question” and enter “Your Answer”. Please ensure to save your answer.



[Contact](#)

Registration

Your Progress  80%

[< Back](#)

Choose your security question

Make sure your answers are easy for you to remember, but hard for others to guess.


Security Question

Your Answer

[Next](#)

Create your Username and Password. Please ensure to write it down, so that you can enter this information, when you access the site again. Enter your email address and mobile number, and then select “Create Account”.

Registration

Your Progress  90%

[← Back](#)

Create Your Evernorth Account

We were able to verify your identity. Now, let's create your Evernorth account.

Username

[Check Availability](#)

- 5-32 characters (no symbols or spaces)
- at least 1 letter

Password

•••••

Show

- At least 9 characters
- Password must be strong

Confirm Password

Show

Email Address

Retype Email Address

Mobile Phone Number (optional)*

[Create Account](#)

* By entering your mobile phone number you acknowledge that you wish to receive calls or texts regarding your plan benefits, programs, systems, and services from Evernorth or its affiliates at the telephone number(s) provided. You can modify your phone preferences at any time.

After clicking on “Create Account”, you will see the information below, please select “I agree”.

By clicking I Agree, you agree to the terms of use above. If you do not agree to these terms, click I Do Not Agree.

[I Agree](#)

[I Do Not Agree](#)

You will then be asked to enter a verification code that was sent to your email address. Please enter the code within 5 minutes, and then select “Submit”.

Email Verification

Enter the code to verify your email address

A verification code has been sent to m...n@evernorth.com. Once verified, you'll be able to log in using your verified email address for two-step authentication.

Enter Code (expires in 5 minutes)

Didn't get a code? You can request a new one in 54 seconds.

[Submit](#)

For the Two-Step Authentication request, please select "Send Code" (or there is an option to "Skip for now").



[Contact](#)

Two-Step Authentication

Verify your mobile phone number

Consider adding your mobile phone number as a backup to use for two-step authentication.

Mobile Phone Number

You can still use your verified email address for two-step authentication.

By providing your mobile phone number:

I consent to receiving SMS messages from Evernorth and have read and agree with the [Terms and Conditions](#) and [Privacy Policy](#). Message and data rates may apply.

Questions? [Contact us](#)

Complete the Two-Step Authentication by entering the 6 digit Code that was sent to your email, and then select "Submit".



Two-Step Authentication

[← Back](#)

Enter your 6-digit authentication code

For your security, we sent a one-time code to m...n@evernorth.com.

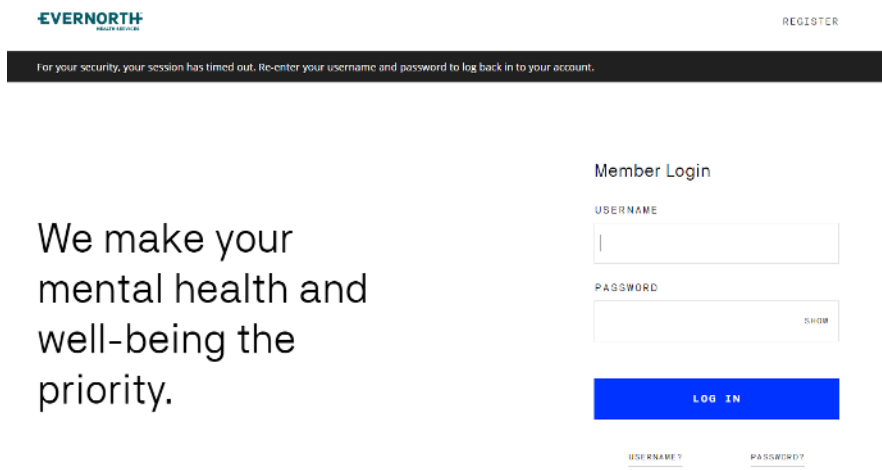
Enter Code (expires in 5 minutes)

Didn't get a code? You can request a new one in 37 seconds.

Remember this device?
Don't ask for a code the next time I log in from this browser on this device.

After completing the aforementioned registration steps, you will then be able to access the EAP benefits portal and wellness resources.

The next time that you visit well.evernorth.com, please enter your “USERNAME” and “PASSWORD”, and then click on “LOG IN”.



We make your mental health and well-being the priority.

Following are some screenshots from well.evernorth.com that reflect the simple way to access available resources. Any questions, regarding the online resources, please request online support through the chat (available Monday – Friday from 9:00 a.m. – 8:00 p.m. ET (7:00 a.m. – 6:00 p.m. PT), or call your EAP toll-free number, available 24/7.

For technical support with the website, you can also call 1.888.736.7499 and select the prompt for web support.

Under the “Coverage” section, please click on “Employee Assistance Program (EAP)”. Please select any of the available resource options or call us for support.

Employee Assistance Program (EAP)

Coverage period: 12/01/2022 - 11/30/2023 **Coverage is active for:** Anyone who shares the subscriber’s address, including a nanny, parent, or in-law.


Real support for real life. Confidential and no cost to you.


Your home and work life impacts your health. Our EAP provides access to work/life resources, and licensed clinicians to help you cope with a wide variety of concerns from family and financial issues to substance use, emotional health, and stress. Short-term counseling is available. Psychiatric services and medication management are not included.

[Learn more about confidentiality and cost](#)

Emotional Health and Family Support

Learn how to manage stress, address depression and anxiety, cope with illness, and adjust to life challenges. Also, get help with marriage and relationship issues.


 [Chat with us about EAP providers or resources. Use the bubble on the bottom right.](#)

 [Schedule a call to discuss a concern with a clinician.](#)

 [Visit an EAP counselor](#)

Home Life Referrals


Request referrals for child care, eldercare, adoption, pet care, home repairs, and more. Address parenting questions.

 [Chat with us about EAP providers or resources. Use the bubble on the bottom right.](#)

 [See Work/Life Resources](#)


Financial and Legal Assistance


Calls with financial consultants on debt, budget, identity theft, retirement, etc. Get a no-cost ½-hour, per legal issue, with a network attorney. (Employment-related matters excluded.)

 [Chat with us about EAP providers or resources. Use the bubble on the bottom right.](#)

Job and Career Support

Discuss career growth, and get tips for managing workplace stress and change, and other issues.

 [Chat with us about EAP providers or resources. Use the bubble on the bottom right.](#)

 [Schedule a call to discuss a concern with a clinician.](#)

 [Visit an EAP counselor](#)

 [See Work/Life Resources](#)

Emotional Health and Family Support: Click on “Schedule a call to discuss a concern with a clinician”. This is to request a routine appointment for a phone consultation with a licensed clinician on the Evernorth EAP Team. They will provide guidance and support during this 20-minute debriefing session.

Visit an EAP counselor: Click on this link to find providers in the network. Please reconfirm availability with the provider and reconfirm they are still in-network with Evernorth EAP. Please request an EAP (authorization) code online or call EAP to request. The counseling sessions with an in-network EAP provider are 45-60 minutes in length.

See Work/Life Resources: Access work/life webcast replays, support resources for different aspects of everyday life.

You can refer anyone in your household to the EAP by clicking on the link below.

Anyone in your household can use EAP services. [Get them connected now](#)

Behavioral Health Resources include a variety of tools and resources, including a “Legal Resource Center”. Click on the “Behavioral Health Resources” link to access the resources listed below.

Behavioral Health Resources

▼ **Manage your stress level, find disaster resources, explore wellness webcasts, learn about self-care, and much more.**

[EAP National Wellness Seminars](#) - Explore a wide variety of topics by attending national wellness webinars. [View seminar calendar \[PDF\]](#)

[Disaster Resource Center \[PDF\]](#) - Prepare for the unexpected, as well as cope during and after a disaster or tragedy.

[Legal Resource Center](#) - Access legal documents and information.

[Managing Stress Tool Kit \[PDF\]](#) - Learn how to manage stress and build coping skills, including mindfulness.

Please note: The EAP National Wellness Seminars have many well-being topics and resources, including the EAP Orientation replay.

EAP National Wellness Seminars hyperlink: www.Evernorth.com/EAPWebcasts. Your household members can also access these resources.

We can help with finding available resources and support. This includes finding available in-network EAP providers (licensed clinicians) and appointment availability. Then our EAP Advocate will contact you to share provider availability results, so that you can book your appointment. Please ensure to give the EAP (approval) code to the provider, when you book your appointment. Any questions, please contact EAP, available 24/7, including weekends and holidays.

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