



## 800.442.0809

(press 1 and follow the prompts)

Please remember to say, "I have a SAP with Kenowa Hills"

### Your SAP Benefits Include

- 3 sessions of free, confidential counseling per episode of care
- In-the-moment support available 24/7
- Free consultations
- Personal Advantage online library
- Wallet Wisdom online financial wellness
- All benefits available to every member of the household



Scan the QR code  
to call the SAP  
benefit line.

### What if I Need Immediate Support?

If you or a loved one are in crisis or experiencing suicidal thoughts, please visit a hospital ER or Pine Rest Psychiatric Urgent Care Center.\*

Access in-the-moment support by calling 800.442.0809 (press 1 and follow the prompts).

*\*ER and Psychiatric Urgent Care are not included in the SAP benefits.*

### Confidential Counseling Services

#### How do I schedule my free counseling sessions?

Call 800.442.0809, press 1 and follow the prompts. Remember to say at the beginning of your call, "I have a SAP with Kenowa Hills".

#### What is an episode of care?

An episode of care begins with your first visit and doesn't end until you have left treatment and your case is closed. An episode of care may include addressing multiple issues.

#### Will my school be notified?

All SAP services are 100% confidential.

#### Are my family members eligible for SAP benefits?

Every member of your household is eligible including dependents who are away at school.

### Free Online Resources

**Personal Advantage** is an online library with thousands of resources related to health and wellness, financial and legal issues and more. This library includes articles, videos, webinars, calculators, locators, assessments and trainings.



[pinerest.org/PAL](http://pinerest.org/PAL)  
My Company Username is:  
**KENOWAHILLS**

**Wallet Wisdom** is a financial resource library of webinars, calculators and articles to help you with complex financial issues such as debt consolidation, student loans, retirement saving, mortgage lending and more.



**Wallet Wisdom**  
[go.lmcu.org/pine-rest](http://go.lmcu.org/pine-rest)

## Free Consultations

**Elder Care Consultation** with an elder care specialist from Pine Rest provides guidance, assessment of needs, education and resources for housing, care and support groups.

**Legal Consultation** with an attorney from law firm, Rhoades McKee, for a free 30-minute consultation on any legal matter. Additional services receive a 20% discount.

**Financial Consultation** with a finance expert from Lake Michigan Credit Union to discuss any financial matter via telephone, video call or in-person at a LMCU location.

**Infant Feeding Support Consultation** with a board-certified lactation consultant from baby beloved, inc. to discuss prenatal, postnatal, return-to-work, breastfeeding, or bottle feeding concerns. Free webinars and 25% discount on additional online educational courses.

**Real Estate Consultation** with a licensed realtor from Cripe Real Estate to discuss any real estate related questions, receive a home valuation and property availability search. Free 1-year home warranty with purchase or sale of a home.

### How to Access Your Free Consultations

**Option 1:** Call 800.442.0809, press 1 and follow the prompts to select your free consultation.

**Option 2:** Scan the QR code below to email your request. Please identify the type of consultation requested.

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Scan the QR code to  
email your request for a  
free consultation.