

Employee Assistance Program

TWU/IAM Year in Review and EAP Program Highlights

American Airlines EAP Program Overview

- **Who is Eligible?** All are eligible on the first day of hire.
- **Counseling:** up to 4 sessions per issue, per year, for all team members and their household
 - In-person or Televideo
- **24/7/365 in-the-moment support and urgent counseling over the phone any time and in many languages**
- **Talkspace** –Live Televideo sessions plus Chat with a counselor. Accessed through the EAP website, or talkspace.com/rfl
- **WorkLife**
- **Legal and Financial Consultation and Services**
- EAP website: RFL.com/American
- Management Consultation
- Organizational Support



Talkspace Therapy & Counseling



Additional Available Therapy options through Talkspace

- The Talkspace therapy network includes thousands of licensed, verified and insured counselors, representing diverse backgrounds and specialties.
- Asynchronous Messaging Therapy – Share messages via text on the Talkspace app with a licensed counselor whenever you like. Your counselor will respond within 1 working day.
 - A counselor will reply within 1 working day by text message, up to 5 days a week. One week of chat therapy is equal to one counseling session. Your counselor is available to engage daily, 5 days a week.
- Schedule Live Sessions – 30-minute sessions dedicated to televideo, phone, or chat at a set time on a weekly basis.
 - Four (4) free sessions per issue, per year
- Counseling is available in 30+ languages.



Mind Companion Self-Care

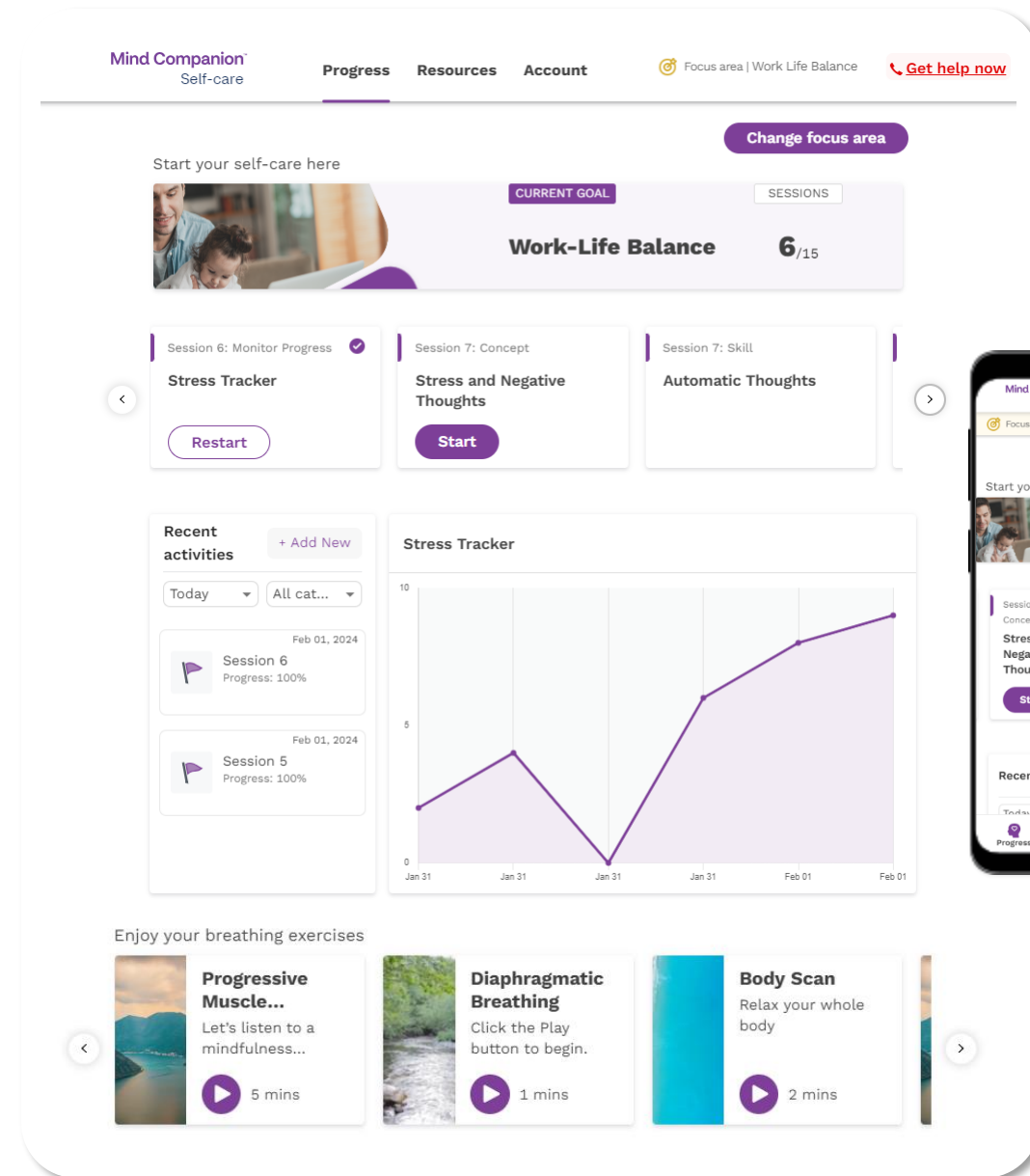
Digital self-paced support program where and when you need it by providing access to evidence-based support tools that will help you on your path to a better mental well-being.

Programs

- Anxiety
- Depression
- Stress
- Anger
- Substance misuse
- Work-life balance
- Relationships
- Sleep
- Conflicts at work
- Work productivity

Types of Therapy

- Cognitive Behavioral Therapy (CBT)
- Mindfulness
- Positive Psychology



Legal & Financial - Consultation and Services

Free legal consultation

60 minutes per issue

Covered issues include:

- Domestic/family
- Civil and criminal
- Landlord/tenant and real estate
- Estate planning and probate
- Immigration and social security
- Motor vehicle

Free initial consultation with an attorney by phone.
Additional consultation is provided at a reduced rate.

Free online legal forms/documents, informational articles and guides.

Free financial consultation

60 minutes per issue

Consultation with a financial specialist by phone.

- Budgeting
- Debt
- Retirement
- College funding
- Buying vs. leasing
- Mortgages/refinancing
- Financial planning
- Tax questions and preparation
- IRS matters and tax consultations

Online financial checkup

Informational articles and tools

Identity theft consultation

60 minutes per issue

Free telephonic consultation with a certified fraud resolution specialist (per each new issue).

- Identity theft breaches
- Identity restoration
- Preventative steps such as counseling to avoid future identity theft losses

Free emergency response kit provided upon identity breach (sent by email, mail or fax)

As an employer sponsored benefit, team members cannot use the services to pursue legal action against the employer, therefore, work-related matters are not covered.



American Airlines On-Site EAP contacts

LOCATION	OFFICE HOURS	COUNSELOR	CONTACT INFORMATION
CLT	7 a.m. – 3:30 p.m. EST (M-F)	Cornelia Pringle	Cornelia.Pringle@rfl.com 980-985-5460
DFW	8 a.m. – 4:30 p.m. CST (M-F)	Brian Hoppe	Brian.Hoppe@rfl.com 469-784-2655
DFW	7:30 a.m. – 4 p.m. CST (M-F)	Shereen Ellis	Susan.Ellis@rfl.com 469-784-2655
JFK	9 a.m. – 5 p.m. EST (M-F)	Adrian Johnston	Adrian.Johnston@rfl.com 718-301-8991
LAX	8 a.m. – 6:30 p.m. PST (M-TH)	Jasmin Carnelus	CarnelusJ@rfl.com 424-899-1810
MIA	8:30 a.m. – 5 p.m. EST (M-F)	Eleonora Campolieto	CampolietoE@rfl.com 786-591-3765
ORD	7 a.m. – 3 p.m. CST (M-F)	Myat Nyunt	Myat.Nyunt@rfl.com 773-686-4179
PHL	7:45 a.m. – 4:15 p.m. EST (M-Th) 7:00 a.m. – 3:30 p.m. EST (F)	Peg Hoover	HooverM@rfl.com 610-362-4284
PHX	7 a.m. – 3:30 p.m. MST (M-F) Offsite Mon/Fri	Toya Eason	Toya.Eason@rfl.com 480-872-3880
TUL-TECH OPS	7 a.m. – 6 p.m. CST (M-TH)	Kristin Mackey	MackeyK@rfl.com 539-283-2464
ALL LOCATIONS HIMS	8:30 a.m. to 5 p.m. CST (M-F)	Joe Eastham	EasthamJ@rfl.com 682-338-2785

The On-site EAP contact information is available on my.aa.com/eap.

2025 AA EAP – All Work Groups YTD

Top 10 Presenting Issues		
	<u>YTD</u>	<u>BoB</u>
1. Relationship: Marital	13%	13%
2. Anxiety	11%	12%
3. Depressed Mood	9%	10%
4. StressDistress	8%	10%
5. Grief/Loss	6%	6%
6. Trauma/PTSD	6%	4%
7. Relationship: Family	5%	4%
8. Workplace Conflict	4%	2%
9. Alcohol (Member or Family)	3%	2%
10. Legal	4%	4%
*Other Member/Benefit Inquiry	8%	5%

*Other Member/Benefit Inquiry is when the member calls about benefits or has questions that do not fit into other presenting issues that deal with emotions and social determinants.

2025 AA EAP - TWU/IAM YTD

Top 10 Presenting Issues - TWU			Top 10 Presenting Issues - IAM		
	<u>YTD</u>	<u>BoB</u>		<u>YTD</u>	<u>BoB</u>
1. Relationship: Marital	15%	13%	1. Relationship: Marital	20%	13%
2. Depressed Mood	9%	10%	2. Grief/Loss	9%	6%
3. Anxiety	8%	12%	3. Anxiety	9%	12%
4. StressDistress	7%	10%	4. StressDistress	8%	10%
5. Grief/Loss	7%	6%	5. Relationship: Family	7%	4%
6. Alcohol (Member or Family)	6%	2%	6. Depressed Mood	6%	10%
7. Financial	5%	4%	7. Workplace Conflict	5%	2%
8. Trauma/PTSD	4%	4%	8. Alcohol (Member or Family)	2%	2%
9. Workplace Conflict	3%	2%	9. Trauma/PTSD	3%	4%
10. Legal	3%	4%	10. Financial	3%	4%
*Other Member/Benefit Inquiry	7%	5%	*Other Member/Benefit Inquiry	9%	5%

*Other Member/Benefit Inquiry is when the member calls about benefits or has questions that do not fit into other presenting issues that deal with emotions and social determinants.

2025 AA EAP – TWU/IAM – YTD

Work Group Utilization

TWU 507

IAM 262

Methods of Modality

TWU

- 323 Total Sessions
 - 32% In-person counseling (102)
 - 63% Telehealth Services (221)
 - 45% Talkspace (125)
 - 87% Telehealth (109)
 - 13% Chat (16)

IAM

- 177 Total Sessions
 - 51% In-person counseling (90)
 - 49% Telehealth Services (87)
 - 37% TalkSpace (38)
 - 62% Telehealth (24)
 - 28% Chat (14)

Telehealth Services include virtual or phone counseling and chat (asynchronous messaging therapy).

Reminder - How to Access Services?

- Services are available 24 hours a day, 7 days a week
- Call the toll-free number: 833-721-2322 (TTY: 711)
- Access web resources through your member website
 - www.RFL.com/American
 - Mind Companion Self-care
Access code: **American**
Ongoing – log in with personal access information
- Talkspace: www.talkspace.com/rfl
 - Use American Airlines as your company/organization name
 - Using above options, team member will access the 4-session benefit.

All EAP calls are confidential, except as required by law. EAP instructors, educators and participating providers are independent contractors and are not agents of Aetna. Provider participation may change without notice..



EAP Services 24/7 Access



Call 833-721-2322



my.aa.com/eap



Downloadable Apps



ResourcesForLiving.com/American



Registration Link to
Talkspace on EAP website

