

# Point of Contact

## At-A-Glance Services and Tips

### How can we help?

#### Services

1. **Mental Health Sessions (3 per unique life issue)**  
Manage stress, anxiety, depression, conflict, improve relationships
2. **Life Coaching (3 virtual)** Reach personal and professional goals for life transitions, obstacles (phone video)
3. **Financial Consultation (3, 30 min. virtual)** Build financial wellness for budgeting, buying a home, debt, taxes
4. **Legal Referrals** legal matters estate planning, wills, real estate, bankruptcy, divorce, custody
5. **Work-Life Resources and Referrals** info/referrals for childcare, adoption, eldercare, housing, pet care
6. **Personal Assistant** referrals for travel and entertainment, professional services, to-do tasks
7. **Medical Advocacy** navigating insurance, doctor referrals, equipment, transportation, care planning
8. **Member Portal and App** digital tools online requests, chat options, articles, webinars

#### 24/7 and In-the-Moment Counseling

- Critical Incident** – group processing for grief, abnormal events. [Call 800-451-1834](tel:800-451-1834).
- Self-Service Tools** including promotional flyers, orientations and manager resources  
[Promotional Toolkit](#) | [AllOne Health®](#)
- Formal Mgt. Referral** - email form with signatures available under Mgr. Resources in the link  
Guide: [AOH-FMRGuide.pdf](#) Form: [AOH-FMRForm.pdf](#)
- Training:** [Training Catalog](#) | [AllOne Health®](#)
- Other: Consulting, Wellness, Concierge.**

#### Management

- Updates are sent around every 30-45 days - too much, too little?
- If you or any member is satisfied or dissatisfied, contact me, we would like to know
- If the counselor isn't a good fit, they can change no questions asked.
- MAP services serve a safety net like insurance although we provide quarterly utilization reports may help with understanding member stressors.

#### Promotional Tips

- Share the convenience of the Virtual Counseling Option
- Always and regularly highlight **confidentiality**
- Highlight a feature of the month: Promote the Member Portal, APP, Webinars, Insights Newsletters
- Use the Content Calendar monthly topics to focus the communication and promote benefits
- Do a quarterly Did you Know email/posting?
- Use Self-Service Tools in the Promotional Toolkit: Orientation- Promotions – Mgr. Resources – Web Content
- When calling, members don't need to select a service category. They can merely state "I am looking for (describe their need.)" Our team will make sure they receive appropriate services.

#### Member Portal Login

[Member Portal - AllOne Health](#)

#### Get the App:

[AllOne Health App - App Store](#)

[AllOne Health - Apps on Google Play](#)

#### Notes:

#### Client Relations Manager

[Michele.kimmel-fors@allonehealth.com](mailto:Michele.kimmel-fors@allonehealth.com)

616 450-5808

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#### Contact

**Call: 800 451-1834**

**Visit:** [allonehealth.com/portal](http://allonehealth.com/portal)

**Code:** kydamap

