carebridge
AN ALLONE HEALTH COMPANY

is now

ALLONE HEALTH

The Same Personalized Care Now with **Next-Generation Digital Access** & **Intelligent Support**

Employees have 24/7 flexible access to care, when and how they need it, because everyone's journey looks different.

- Self-schedule virtual counseling appointments through the AllOne Health App
- Easy-to-use online request forms for counseling and work-life services
- On-demand chat with Izzy, our AI Mental Health Navigator, for real-time answers to benefit questions, live chat support, and connecting to live care
- Self-guided therapy (iCBT) modules available in the App and Member Portal
- Continued in-the-moment crisis support and counseling with licensed clinicians

Additional EAP Benefits

Medical Advocacy Referrals

- **Certified Medical Social Workers** assist with medical bills, insurance claims, provider searches, and more—removing barriers to care and reducing costs at no extra charge.

Tools for HR & Organizational Leaders

We've also expanded leadership and HR support:

- **Quarterly SHRM-approved webinars** (with recertification credit)
- **New online resource library** with handouts, flyers, and outreach templates
- **Continued monthly live webinars** for all employees covering wellness and life topics

Here's a summary of the transition timeline and upcoming enhancements:

Now – December 31, 2025

- Continued access to all current Carebridge EAP services
- Communications and planning support for your internal rollout of new resources

Beginning January 1, 2026

Launch of the improved **Monthly Insights Newsletter**

INSIGHTS NEWSLETTER

New AllOne Health Member Portal, Phone Number & App go live for employees

- CarebridgeNow.com and 800.437.0911 will automatically redirect to the new AllOne Health member portal and phone system
- Employees will begin using the new AllOne Health app (The CB app will no longer be active)
- Employees will have access to new features, tools, and expanded benefits
- Launch of Medical Advocacy Referrals