



First Responder Assistance Program Frequently Asked Questions (FAQ)

When and how can I access these services?

Call (855) 207-1747 toll-free 24 hours/7 days

How do I access the website?

The website can be accessed through the following URL: <https://www.providentins.com/frap>

Do I need to enroll?

This program is included automatically with your Accident & Health insurance coverage provided through Provident. You do not need to enroll in the First Responder Assistance Program.

Are the services only related to First Responder incidents?

The services provided *are not* limited to first responder incidents and could be the result of work-related, family or any other unrelated incident or situation. The program is available to First Responders and their families to help cope with traumatic incidents, everyday life stress, family issues, and more.

Is the program confidential?

This program is confidential. No one will know you have used the service unless you give permission to discuss it or if you tell them yourself.

How are these services provided?

This program is provided through Provident Agency, Inc. by BHS, a leader in providing emotional and behavioral health consultations, in partnership with Responders 1st Call.

Tell me about the background and experience of the call center?

BHS has been providing mental and behavioral health services to organizations since 1983. The contact center is staffed by master's level clinicians with an average of 5 years of experience specially trained in assisting and supporting first responder groups.

Will I be billed for any of these services?

The program is included with your premium payment and is not paid for separately.

What types of problems can I get assistance with through the First Responder Assistance Program?

The First Responder Assistance Program offers resources and referrals for a variety of issues including Stress Management, Depression, Family Conflict, Anxiety, Relationships, Financial or Legal, Addictions, Grief and Loss, and Work/Life Balance.

What are work life services?

This program offers consultation, resources and referrals for the everyday concerns that can cause distractions and loss of focus when a First Responder needs it most, including:

- **Family** - Child care, elder care, adoption research and referrals
- **Legal** - Access to attorneys are for 30-minute phone or in-person legal consultation
- **Financial** - Referrals to consultants to assist with debt management, credit problems, retirement planning or college funding