

MEMBER FAMILY ASSISTANCE PROGRAM

Services designed specifically for Emergency Service Organization personnel and their families.



DID YOU KNOW?

- An estimated 30% of first responders develop behavioral health conditions, including depression and PTSD.
- First responders experience higher rates of suicide ideation and attempts than the general population.¹

WHY A MEMBER FAMILY ASSISTANCE PROGRAM?

Designed as a value-added service for VFIS clients with an Accident and Sickness policy, our Member Family Assistance Program (MFAP) supports the health and wellness of first responder employees, volunteers and the workplace. Services help enable personnel to resolve personal and work-related issues to maintain individual productivity, health and wellness. Harness the power of full-scale support solutions with an exclusive arrangement through VFIS.

COVERAGE HIGHLIGHTS

Designed for people in Emergency Services

Dedicated services offered through Empathia in partnership with Homewood Health* to offer access to trained professionals experienced in counseling emergency service personnel.

- Master-level counselors with extensive education + training in crisis response and trauma.
- Wide-variety of professionals + resources focused on the unique needs of first responders
- Assistance, services + solutions available at the individual + organizational levels**

Easy-to-use

All services are simple and easy to use, so each member can benefit. Online solutions allow easy and secure access anywhere, anytime. Clinical response is fast and available 24-7 and counseling is short-term and solution-focused. Support services are available in-person, over the phone, or through video conferencing.

Prevention-focused

Comprehensive and preventative approaches to health, well-being and productivity. Solutions focus on prevention to strengthen the resiliency of your workforce.

Low cost

Only \$11.76 per member, per year

BENEFITS

Counseling Services

Unique solution-based cognitive behavioral therapy approaches focus on teaching individuals, couples and families the skills necessary to help resolve life problems without creating a long-term, dependent counseling relationship. Confidential counseling is offered in the local community through an extensive national network with the highest ratio of clinical psychologists. Sessions are centered on specific goal attainment, behavior change, accurate diagnosis of complex problems and the best possible outcomes. Treatment is provided for a full-range of personal or work-related issues including but not limited to:

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next page



1. Source: The Substance Abuse and Mental Health Services Administration: <https://www.samhsa.gov/sites/default/files/dta/supplementalresearchbulletin-firstresponders-may2018.pdf>

- Addiction, substance abuse
- Child development and adolescent issues
- Aging and caregiving
- Anger management
- Depression, anxiety, etc.
- Grief, bereavement
- Family and marital issues
- Personal adjustment problems
- Relationship difficulties
- Trauma

Lifestyle and Specialty Coaching Services

- Childcare and parenting
- New parent
- Elder and family care
- Financial advisory
- Legal advisory
- Relationship solutions

Health Coaching Services

- Nutritional coaching
- Wellness coaching
- Smoking cessation program

Career Coaching Services

- Career development services
- Pre-retirement planning services
- Shift-worker support services

Online Services

- E-Learning Courses
- Child Care Resource Locator
- Health Risk Assessment

WHO IS ELIGIBLE?

All employees or volunteers of Emergency Service Organizations that hold a VFIS Accident and Sickness Policy and their immediate family members.

HOW TO UTILIZE THESE SERVICES?

For confidential and professional help, call the dedicated VFIS MFAP help line 866.349.5579.

Simply have your organization’s name ready to provide. Dial 988 for the National Suicide Prevention Lifeline.



OUR PHILOSOPHY

Much like our founder, the VFIS approach to serving the market is very relationship-focused. We’ve forged strong partnerships with ESO leaders that allow us to continually develop policy and program enhancements, provide top-notch educational, consulting and training opportunities and pay our clients’ claims. We’re committed to protecting the resources of emergency service organizations and promoting the health and interests of their members with an unmatched level of understanding and dedication.

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*VFIS’s Member Family Assistance Program (MFAP) offers services provided by Empathia in partnership with Homewood Health. Empathia and Homewood Health are separate, third party entities that offer mental health and counseling services and are not affiliated with or part of VFIS, its parent company, or any of their subsidiaries.

**Group level assistance is available for an additional fee which can be submitted to your insurance. Please contact Empathia to learn more.

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