



Employee Assistance Program

Care Coach

If you have questions about how to best assist your elderly loved ones, speaking with a Care Coach expert can help. The Intermountain Employee Assistance Program provides you with access to care professionals who meet the qualification criteria of an Aging Life Care Professional™ and can work with individuals or families to assess their loved one's needs and preferences, discuss care options, and establish an agreeable care plan.

This program is available to all caregivers, their spouse/partner, and dependents up to age 26.

Why use Intermountain EAP Care Coach?

- Receive professional support designed to reduce caregiver stress
- Identify appropriate care and create an actionable plan for an elderly loved one
- Develop family consensus
- Receive up to four consultation calls per elderly family member
- Access to Work-Life Resources: Care Coach assists in searching for locally available resources specific to your loved one's needs

How It Works

1. Call IEAP's intake hotline between 8:00 a.m. and 5:00 p.m. MST at 1-800-832-7733 and tell the agent you would like to work with a Care Coach.
2. Our agent will connect you with an Elder Care Team Member, who will link you to the appropriate Aging Life Care Professional™/Care Coach.
3. On the day of the appointment, the Care Coach will call to begin the session. If an additional family member, or members, would like to be included in the call, the coach will conference them in.
4. Following the appointment, the counselor will follow up with a summary, goals and/or any other applicable information.



We'll connect you with the help you need!

- Call us at 800.832.7733
- eap@imail.org
- Explore more online:



Scan the QR code to learn more