

My People Partner

An introduction to your FRAP



Get professional support for life's personal, family, and work-related matters. Free and confidential.



A FRAP is an organization-sponsored benefit, connecting you to resources made to help you through your challenges. We are here to help you through any traumatic, stressful experiences you may face in the field or at home.

And best of all, it's free for you and your eligible family members.



Taking care of your well-being

We offer personal assessments by an experienced, licensed clinician to help identify your unique needs and develop a plan for resolution. You will either continue to meet with your clinician for short-term problem-solving sessions or be referred to the most cost-effective resource for your situation.
<customization info here for longer session models>



We have you covered

MYgroup supports you and your household with unlimited access to:

- Free, confidential help with personal and professional concerns
- Referrals to the most effective resources
- 24-hour emergency coverage



We keep it confidential

Your confidentiality is our priority.

That's why your employer will never have access to your information or know of your participation without your consent. The only exception is if someone's safety is in question.



Why use a FRAP?

A FRAP is here to help you and your loved ones through life's ups and downs, including:

- Relationship/marital issues
- Parenting
- Stress
- Work-related concerns
- Alcohol and drug use/abuse
- Grief and loss



FRAP well-being checks

Our annual well-being checks can help expose first responders to therapy, while ensuring they get the help and support they need.

<customization info here>

MY Portal

MY Portal is your gateway into MYgroup services to help you with the ups and downs of life. You'll find 24/7/365 access to your benefits with MYgroup in MY Portal, including:

- Access to your counseling sessions and the ability to request an appointment
- Access to BetterHelp
- Access to the online peer support community
- Online resources
- Legal & financial services
- A live chat feature
- A calendar of events
- Content available in English, Spanish, and French

Online Resources

Our online resources give employees access to thousands of up-to-date, topic-related articles, videos, podcasts, calculators, and webinars related to health and wellness, family, aging, education, mental health, career, legal, and financial information.

Resource Locators

Our locators instantly give participants access to over a million providers offering resources to support you and your family. Local resources can be viewed by map or listing on any device.

Internet-based CBT (iCBT)

Internet-based Cognitive Behavioral Therapy is an online tool that leverages technology and learning modules to teach the fundamental techniques of traditional CBT in a self-paced and convenient manner.

Health & Lifestyle Assessments

We have more than 10 surveys designed to provide a quick assessment on financial, health, and addiction issues and provide targeted resources and information based on individual results.

Soft Skills Courses

You'll find a wide range of free, integrated online courses to enhance employee and manager soft skills development plus assessments for self evaluations.

Savings Center: BenefitHub

Enjoy discounts, rewards, and perks on thousands of the brands you love in a variety of categories such as travel, auto, electronics, apparel, local deals, education, entertainment, restaurants, health & wellness, beauty & spa, tickets, and sports & outdoors.

Interactive Checklists

Our interactive checklists provide a useful way to track progress on aging, family, and everyday issues.

Calculators

Our suite of calculators empowers users to make informed decisions with confidence.

Webinars

More than 27 real-time virtual presentations to encourage work-life balance, positive mental health, and problem solving. All webinars have an ASL interpreter. We also host and archive monthly live webinars to keep your people informed about the most prevalent topics.

Podcasts

Enjoy podcasts on topics like mindfulness and meditation, health, living, and workplace.

To Access MY Portal:

Visit mygroup.com > LOGIN

First time users enter your organization code (found on the last page of this Guide) and set an account using your email address and a password to access services.

Legal & Financial Services

Legal Services

Legal Center: Our legal center includes legal information, downloadable contracts, worksheets, and a free online will generator.

Legal Benefit: Do you need legal advice? Your FRAP can help with a free consultation with a qualified attorney either on the phone or in person.

Our nationwide network of attorneys is here to help guide employees through legal concerns:

- Free telephonic legal advice
- Free 30-minute appointment for legal consultation with a local attorney
- In most cases, 25% discount on ongoing legal services
- Does not cover disputes or actions involving employer or FRAP

Mediation Services: Take advantage of mediation services, which include one initial 30-minute in-person or telephonic consultation per separate legal matter at no cost with a network mediator. On-going mediation services are available at a 25% discount.

24-Hour Emergency Services: In the event of being jailed or arrested, participants have access to legal providers after-hours and weekends. For non-emergency issues, participants will be assisted on the next business day and during normal hours of operation.

Financial Services

Financial Center: Navigating personal finances can be overwhelming, but having the right tools and resources makes all the difference. Whether budgeting, planning for retirement, or tackling debt, our online financial center offers calculators, articles, videos, worksheets, and assessments designed to empower the participant with knowledge and strategies.

Financial Benefit: Your FRAP provides you with free consultations with financial experts on everything from credit and debt, to purchasing a home, or saving for retirement. Financial coaches are certified in their areas of expertise to deliver financial counseling designed to help restore financial balance to people's lives. Participants are connected with their financial coach within 1-3 business days and can receive one 30-minute session. Follow-up emails and resources are delivered post-counseling. Areas of service and coaching include:

- Budgeting
- Debt management
- Financial crisis
- Credit review
- Credit improvement
- Consumer advocacy
- Tax questions
- Retirement planning advice
- Identity theft
- Savings coaching
- Financial webinars

Identity Theft & Resolution

The identity theft & fraud resolution program assists consumers with fraud-related emergencies and is a comprehensive, affordable expedient process. It includes:

- Free 60-minute consultation with a Fraud Resolution Specialist who will conduct emergency response activities to assist with restoring identity and good credit
- Free Emergency Response Kit and professional coaching to dispute fraudulent debts that results from identity theft

Did you know?

The legal center, found in MY Portal, includes a free online will generator.



How to access your care:

Simply call the FRAP at **800.633.3353** or visit mygroup.com

To ensure you receive the best care for your circumstances, a clinician will assess your needs over the phone to help identify the appropriate next steps.



To access mygroup.com:

TOWN OF CHAPEL HILL

Visit mygroup.com > LOGIN

First time users enter **toch2026** for organization code. Then set up your account with your email address and a password.

5955 Carnegie Blvd. Suite 250
Charlotte, North Carolina 28209
800.633.3353 | mygroup.com

