



# Employee Assistance Program FAQs

## Do users need to download an App to use Wholistics?

The Wholistics chatbot does not require an app download. Users receive a text message to their cellphone and then click through to an interactive chatbot browser.

## How do users enroll for Wholistics?

Wholistics can enroll members either directly on the Wholistics website, via the EAP website, or even on your employers' websites. We will work with your IT team to ensure that enrollment fits your workflows, including any authorization that may be required. Only name and cellphone number are required to enroll a user.

## Does Wholistics require any integration with EAP systems?

The chatbot does not require any integration to an EAP system, but Wholistics can integrate with your system for enrollment, your clinical platform, and/or reporting system as required.

## What sort of reporting do you provide?

De-identified, aggregated self-reported outcomes data on nutrition and other activities of daily living are made available to EAPs on a monthly basis. We can tailor reporting, such as demographic or medical condition status, based on EAP requirements. We can provide Excel reports or deliver outcomes data via an API.

## Our EAP offers cooking classes, nutritional coaching, or nutritional content. How does Wholistics enhance our offerings and improve outcomes?

The chatbot is designed to complement and scale your EAP programs with evidence-based nutrition tips and guidance. The chatbot also provides the option to incorporate EAP-generated content to enhance the current offering and create sustainable engagement with the user.

## Are the chatbots connected to a live nutritional coach?

The chatbot allows the user to connect directly via a phone number or link provided to their mobile phone to get in touch with the appropriate resource.

## Are there member populations that may benefit more than others from the chatbot?

Those with diabetes, hypertension, obesity and inflammatory conditions like arthritis would derive significant benefit from participating in the program as lifestyle choices like proper nutrition are integral to management of these conditions.

## Are your chats personalized for each user?

The chats are designed around four core modules (Nutrition, Exercise, Mind, Sleep) and we have the ability to collect information about the user over time. Future releases will incorporate a personalized approach to delivering tips based on individual user needs and preferences.