



Fort Bend County Podcasts

Podcast Episode 36- All One Health

April 10, 2025

Gina: Welcome to this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy. ***doorbell*** We have a returning guest, Monique Lovato, with All One Health.

Gina & Wendy: Hi!

Monique: Thank you for having me.

Wendy: We had Monique on our podcast last year discussing our employee assistance program, which we also refer to as EAP with Deer Oaks. But that's changed. Right, Monique?

Monique: Yes. We are now part of the All One Health family. Previously, Deer Oaks was with Deer Oaks Behavioral Health, family, and now we've moved over to All One Health, which is better because All One Health is a national EAP. They've been in services for over fifty years, and so we're happy to just be part of a big national EAP organization.

Gina: Awesome. That is good news! Has anything changed since we kinda went to the All One Health?

Monique: Overall, the main scope of services has stayed the same, so no worries about that. Still no registration. No sign up needed. We still have clinicians available twenty-four hours a day. Contact information has stayed the same. So, the toll free number is still (888) 993-7650 and we understand, you know, our old Deer Oaks promotional materials still be will probably still be floating around. So, even if you go to the www.deeroakseap.com website, it'll still send you over to our new All One Health website. So, no worries about that. But we have added some new programs. We have, like, a new medical advocacy program, you know, just to give you an example where we have social workers in house that can help your employees with navigating, you know, the complex health care system. They can help with insurance navigation, doctors referrals, specialist referrals, getting second opinions, getting medical equipment, discharge. So, you know, just a wide variety of things that they can kinda handhold, your employees with.

Gina: Oh, wow. That's such a great service. So that's always good to know because I know we have, a lot of people that even contact us on claims and stuff like that. So that's good information. That is really good. Now I know that we've had people contact us saying, well, I don't know how to sign up or what how do we do this? Well, I've sent out stuff to employees as well, and we have it on our website, but they have to sign up first. Correct?

Monique: Yes. So, previously, with our old website, everybody across the board used the same username and password, which was *fortbend*, all lowercase, all one word. And that was because you



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were never storing any personal information on our website, which is still the case. However, now on our website, we have assessments that you can take. We have learning modules that you can take. You can kind of customize the website to your liking for information that you're wanting to receive. And so that is why you need to register for the website now. So, when you go to allonehealth.com/deeroaks, you're gonna click sign up, put in your email address, pick your own password, and then your employer code is still going to be *fortbend*, all lowercase, all one word, and then you just click on register, and it creates you a profile.

Monique: In this way, let's say you're taking a learning module on communication skills, and you get through two out of the five, modules, then it'll hold your place. And as you get these learning certificates, you can go to your profile and see all the work that you've done. If you take any assessments, you can take those. We have podcasts now that are on our website. So just a lot of really good information. And, again, you could bookmark it, you can save it, and just have your own little personal website there.

Gina: Alright. That those are great tools.

Wendy: Helpful. Yes.

Gina: Now, I know that we have had the flyers, and we have all of that posted on our, eConnect under Risk Management. There is a section for Employee Assistant Program, which lists all the information of All One Health. It has flyers on there that actually breaks down what, EAP can do for you and for your family.

Wendy: Yeah. So, remember you have where you wanna make your mental health a priority. It has stuff like helping you manage stress, anxiety, grief, depression. That's benefit is still the same as it was on our Deer Oaks. We also they also still have the life coaching, which can help you reach your personal goals. You can achieve personal and professional goals, manage life transitions, improve stress and time management. Some of the others?

Gina: Yeah. Because, like, they have the financial consultation. And so if there is someone that is needing to budget or buy a home or pay off debt, that's still available as well as legal referrals when it comes to making wills, real estate, bankruptcy, maybe going through your divorce or custody, any questions like that, plus so much more. So, feel free to go on to the website and check it out. These are great benefits for free provided by the county for you guys.

Wendy: And they also have the work life resources and referrals. That's, you know, life's many responsibilities. It helps you with, childcare, elder care, pet care, adoption, you know, special needs supports. That's a good benefit. And then they also have a personal assistance, referral, that will help you with your home care, renovations, repair services, grocery and meal delivery services. It's just some great benefits that, they offer.

Monique: And don't forget to "Take the High Road".



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Wendy: Oh, yes.

Monique: That's always a popular one.

Gina: Yeah. That is such a great service. That really is. Hey, Monique. Can you give us a little information? Because I know it's gonna say what? Personal Seeking professional service such as cleaning services. How does that work exactly?

Monique: Sure. Absolutely. So, really, what it is, it's almost like a concierge service. So, it's us doing the legwork. So that way, you don't have to take time out of your day to be on Google to be calling these places, seeing who's gonna match well with you or who has availability. You know, if you've ever had to look for, like, a day care or a summer camp, I'm going through summer camps right now, of even finding who has openings, if they're within my budget, if they're conveniently located to me, what the agenda looks like for the day, how many kids are assigned to each teacher. You know, those are all things that I wanna know. And, you know, it takes time to be, again, going on Google, pulling up the facilities, calling them. We can do that leg work for you and then just provide you that end the endless of saying, okay. Here's three facilities or three-day care centers that meet your criteria in regards to your budget. And then we did the background check or if that's what you're wanting us to do, if you're wanting us to pull a grade report. Any criteria that you give us, that's how we're doing our searches. So, we're we don't have, like, a preferred list that we go off of or an endorsed list. We do everything based on the criteria that you give us.

Gina: Oh, that's good.

Wendy: That is Yes.

Gina: That is so good and helpful for all of our employees because, yeah, like you were saying, we all have busy schedules, busy lives.

Wendy: Yes.

Gina: Well, thank you, Monique, so much for joining us today on our podcast. We really appreciate you.

Monique: Absolutely. Always here to help.

Gina: And that's a wrap for this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy. And make sure you listen to us every second and fourth Thursday of the month.

Gina: Absolutely and remember, the Benefit Detectives are here to help.