

# ADP Mental Health Support Resources

Counseling, emotional health support and guidance for employees, families and HR leadership

Research reviewed October 12, 2026

## **Confirm your company benefit first**

ADP publishes different contacts for TotalSource and Comprehensive HR. Dogs 24/7's enrollment, eligibility and current counseling allowance have not been verified.

## **1. ADP TotalSource Employee Assistance Program**

**Phone: 866-574-7256**

LifeCare offers confidential counseling and referrals for employees and family members. Topics include stress, anxiety, depression, grief, relationship difficulties, life changes and work-life balance. ADP materials describe up to three free sessions with licensed counselors, available virtually or in person. Confirm the current allowance and eligibility when calling. [1, 2]

**Portal:** Myself > Benefits > EAP. Mention ADP TotalSource if that is your company's program. [3]

## **2. ADP Comprehensive HR LifeCare**

**Phone: 800-697-7315**

ADP's Comprehensive HR flyer lists 24-hour access and resources for emotional health, anxiety, depression, grief, family counseling, substance abuse and domestic abuse. [4]

**Portal:** My Tools > LifeCare-Work/Life, EAP, Discounts. This is a separate published access route from TotalSource. [4]

## **3. MyLife Advisors - TotalSource benefits help**

**Phone: 844-448-0325**

**Email:** MyLifeAdvisor@adp.com

Use this contact to identify available benefits and the correct EAP access route. ADP's page lists advisor hours of 8 a.m. to 11:30 p.m. Eastern; confirm availability when contacting them. [2]

# Using the resources

## Privacy and family access

ADP's LifeCare FAQ describes the service as confidential: the employer is not informed of use unless you authorize release or disclosure is permitted under applicable law. Family and household access is described in ADP materials; confirm who qualifies under your current plan. [5]

## Support for HR and managers

ADP's LifeCare Marketplace listing describes 24/7 referrals, counseling and resources, plus unlimited management consultations for crisis events, employee referrals and other workplace concerns. Recorded and live webinars are also listed. Confirm that these services are included in Dogs 24/7's package. [6]

## What to ask your ADP representative

Does Dogs 24/7 have LifeCare or another EAP? Who is eligible, including family or household members? How many free counseling sessions are included, and how is that limit applied? What is the current phone number and portal path? Are virtual and in-person sessions available? How are referrals for continued care handled?

## Important source distinction

The official ADP pages remain publicly accessible, but several supporting brochures date from 2016-2021. Older materials also list 855-329-4407 for TotalSource. This guide prioritizes 866-574-7256 because it appears on ADP's dedicated EAP page and emotional health sheet. Use the contact displayed inside your current company account or confirmed by ADP before distributing an employee notice. [1, 3, 7]

## Official ADP sources and downloads

[1] [Employee Assistance Program - MyLife](#)

[2] [Counseling options and MyLife Advisor contacts](#)

[3] [Emotional Health resource sheet \(PDF\)](#)

[4] [Comprehensive HR LifeCare resource flyer \(PDF\)](#)

[5] [TotalSource LifeCare employee FAQ \(PDF\)](#)

[6] [LifeCare program features - ADP Marketplace](#)

[7] [Older TotalSource EAP contact page](#)