

Member orientation

Employee Assistance Program
Worklife Services
Legal and Financial Services
ID Theft Consultation



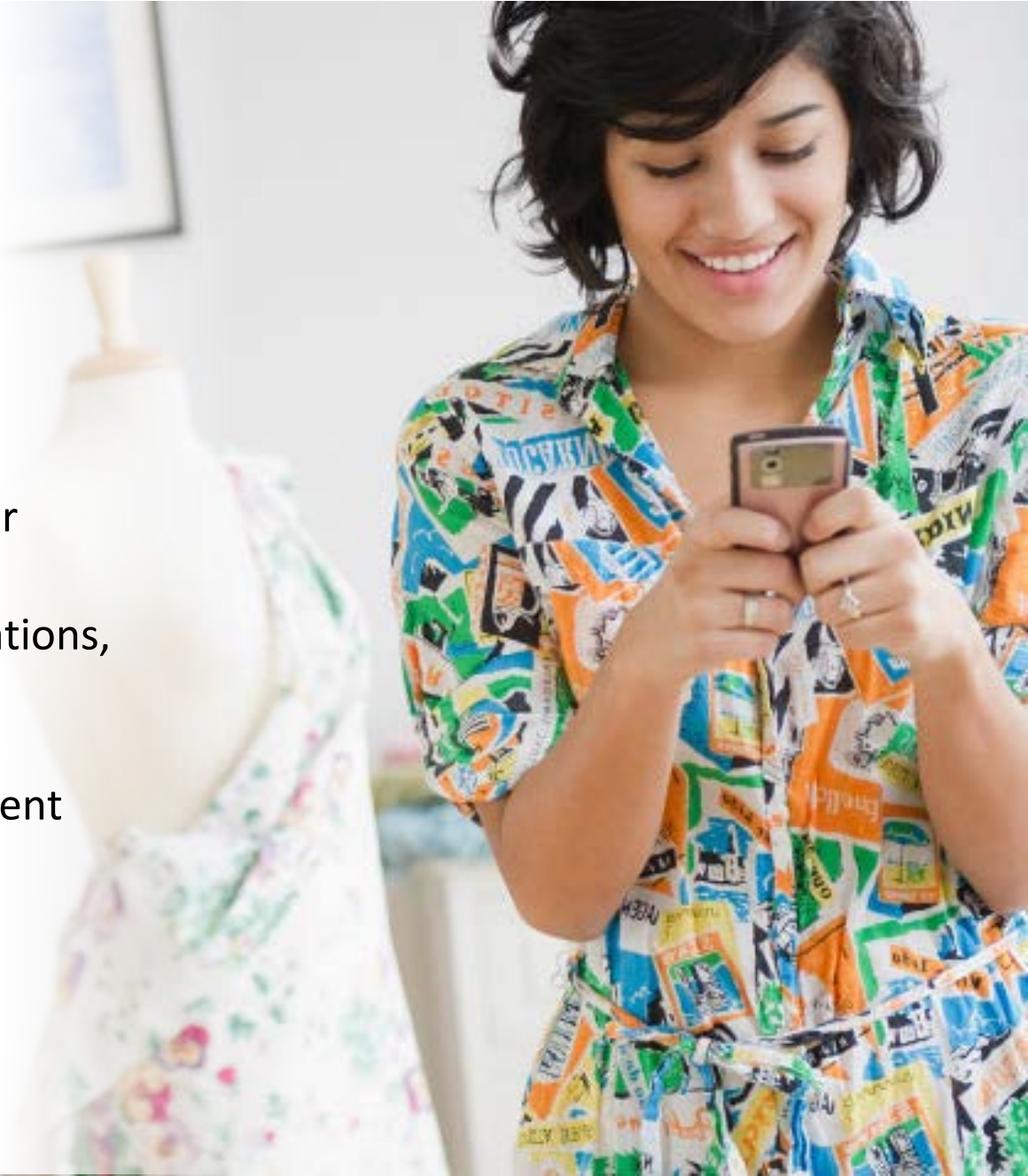
Your benefits

- **Employee Assistance Program (EAP)**
 - Confidential counseling and referral service
- **Worklife services**
 - Resources and referral service on a variety of life balance topics
- **Legal services**
- **Financial services**
- **Identity theft resolution consultation services**



Benefit features

- Cost-free benefit
- Confidential
- National provider network
- Covers you and anyone in your household
- Unlimited telephonic consultations, 24/7
- Services offered through the Organizational Risk Management Center



Reasons to consider calling

Psychological

Stress

Drug or alcohol issues

Marital/relationship

Career/job issues

Grief and loss

Family issues

Retirement

Financial consultation

Legal consultation

Member orientation



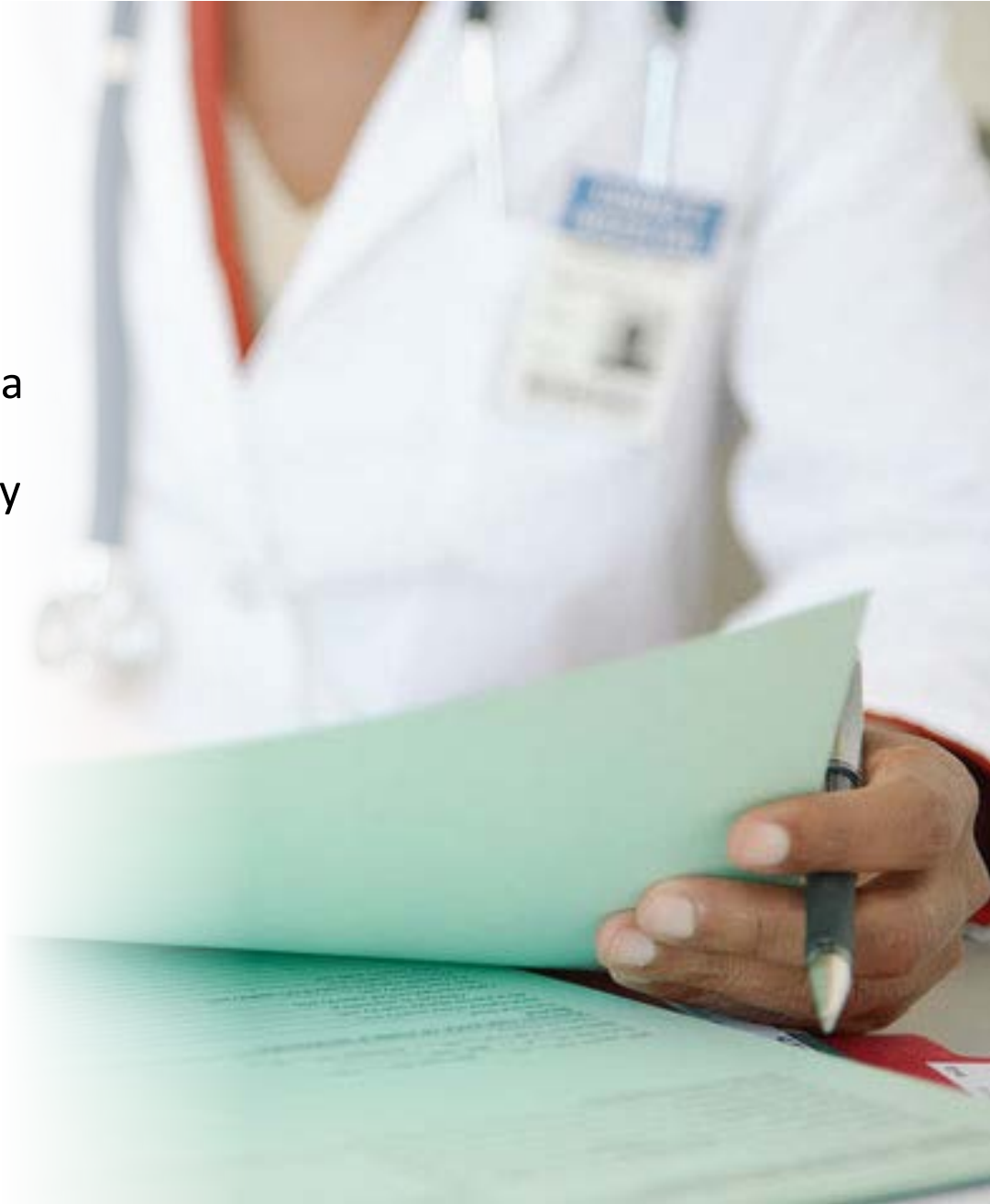
Employee Assistance Program (EAP)

- A confidential counseling and referral service for you and your household members
- A starting place for addressing personal problems
- An avenue of assistance for managers and employees whose personal problems may be affecting their work performance
- Service that integrates behavioral health, physical health and other benefits



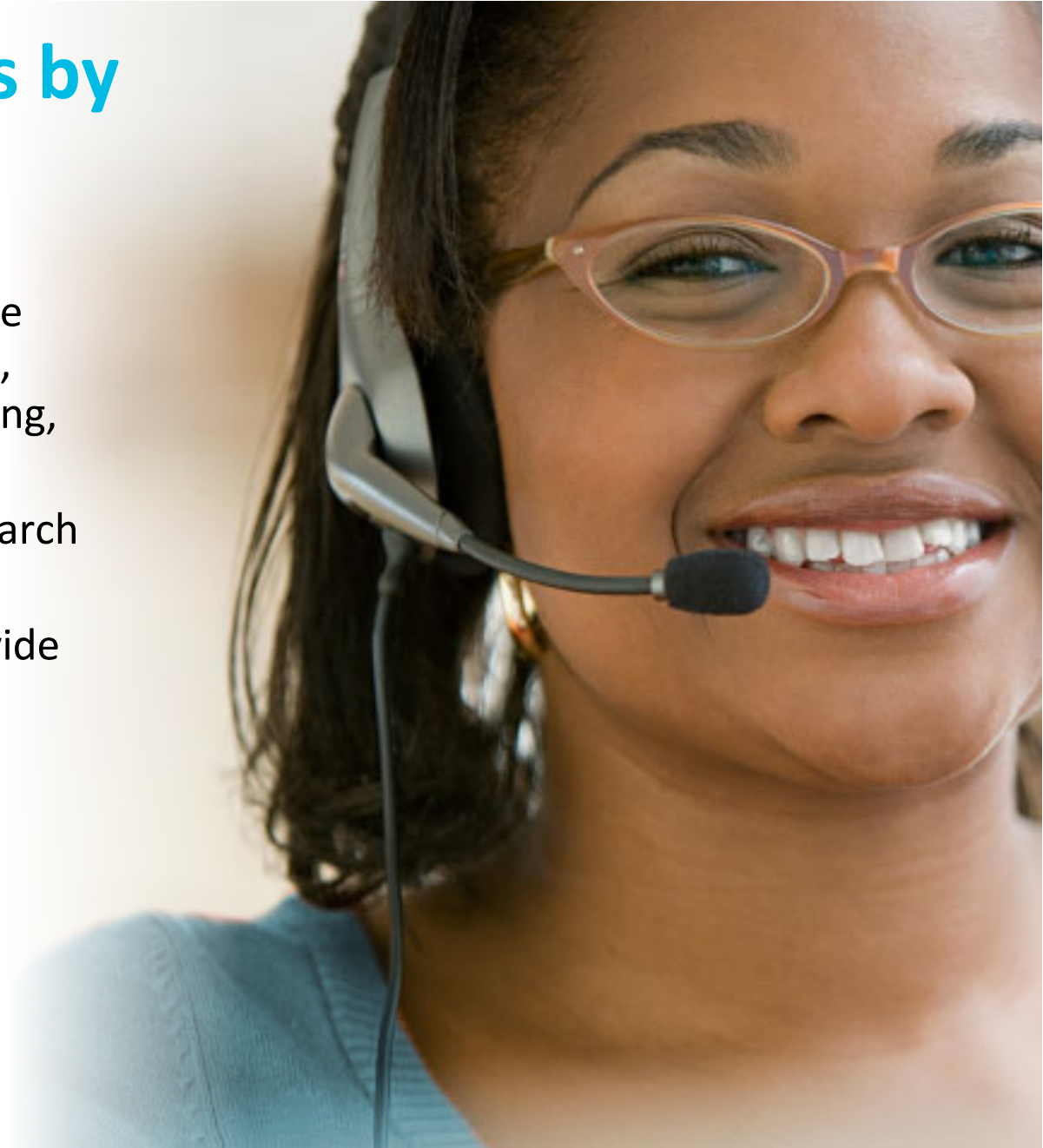
The nature of the problem

- Depending on the nature of the problem, our clinicians may offer a referral to one of our many network providers and community resources
- We can also offer additional information about a wide range of resources that may be locally available, including:
 - Social service agencies
 - Community support groups
 - Self-help groups
 - Reading materials
 - Crisis hotlines and help lines



Worklife services by telephone

- Resource and referral service by phone, such as child care, elder care, education planning, pet care, household needs
- Worklife counselor will research and pre-screen options
- Worklife counselor will provide referrals, resources and educational materials that address your specific needs



Online Worklife services

You have web access to services and resources on the following topics:

- Prenatal care
- Adoption
- Child care
- Parenting
- Emergency care
- Summer care
- Special needs
- Colleges and universities
- Grandparents as parents
- Adult care
- Disaster relief
- Personal services, pet care
- At risk and high risk adolescents
- Primary and secondary education



Legal services

Attorney consultations by phone

- **Covered issues:** domestic/family, civil, landlord/tenant, criminal, estate planning, immigration, motor vehicles
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Face-to-face attorney consultations

- **Covered issues:** Same as above
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After-hour attorney consultations by phone

- **Covered issues:** criminal, incarceration, DUI
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Legal services

- Free initial consultation with an attorney per issue
- Sample legal forms and documents
 - Examples: divorce forms, estate planning forms, immigration forms, etc.
- Informational articles, guides and tools on various topics such as:
 - Criminal, elder and childcare, custody, personal injury, real estate, bankruptcy, business, etc.
- Additional services are provided at a reduced rate.

As an Employer sponsored benefit, employees cannot use the services to pursue legal action against the Employer, therefore, work related matters are not covered

Financial services

- Budgeting
- Debt
- Retirement
- College funding
- Buying vs. leasing
- Mortgages/refinancing
- Financial planning
- Tax questions and tax preparation
- IRS matters



Financial services

- **Free initial consultation per issue**
- **Tax consultations by phone**
- **Referrals to community resources**
- **Articles, guides and tools, such as:**
 - Debt and credit, retirement, mortgage, consumer and travel, taxes, banking, etc.



ID theft resolution consultation services

- Free telephone consultation with a certified fraud resolution specialist (per each new issue)
- Specialist assists you with ID theft breaches and identity restoration
- Free “emergency response kit” provided upon identity breach (sent by e-mail, mail, or fax)
- Counseling on “preventative steps” to take to avoid future ID theft losses and damages to your credit score and reputation



EAP website

**Self-assessments,
information and links to
other websites for:**

- Addictions
- Personal and emotional issues
- Marital
- Family
- Legal/financial
- Workplace/career
- Health and wellness
- Personal growth



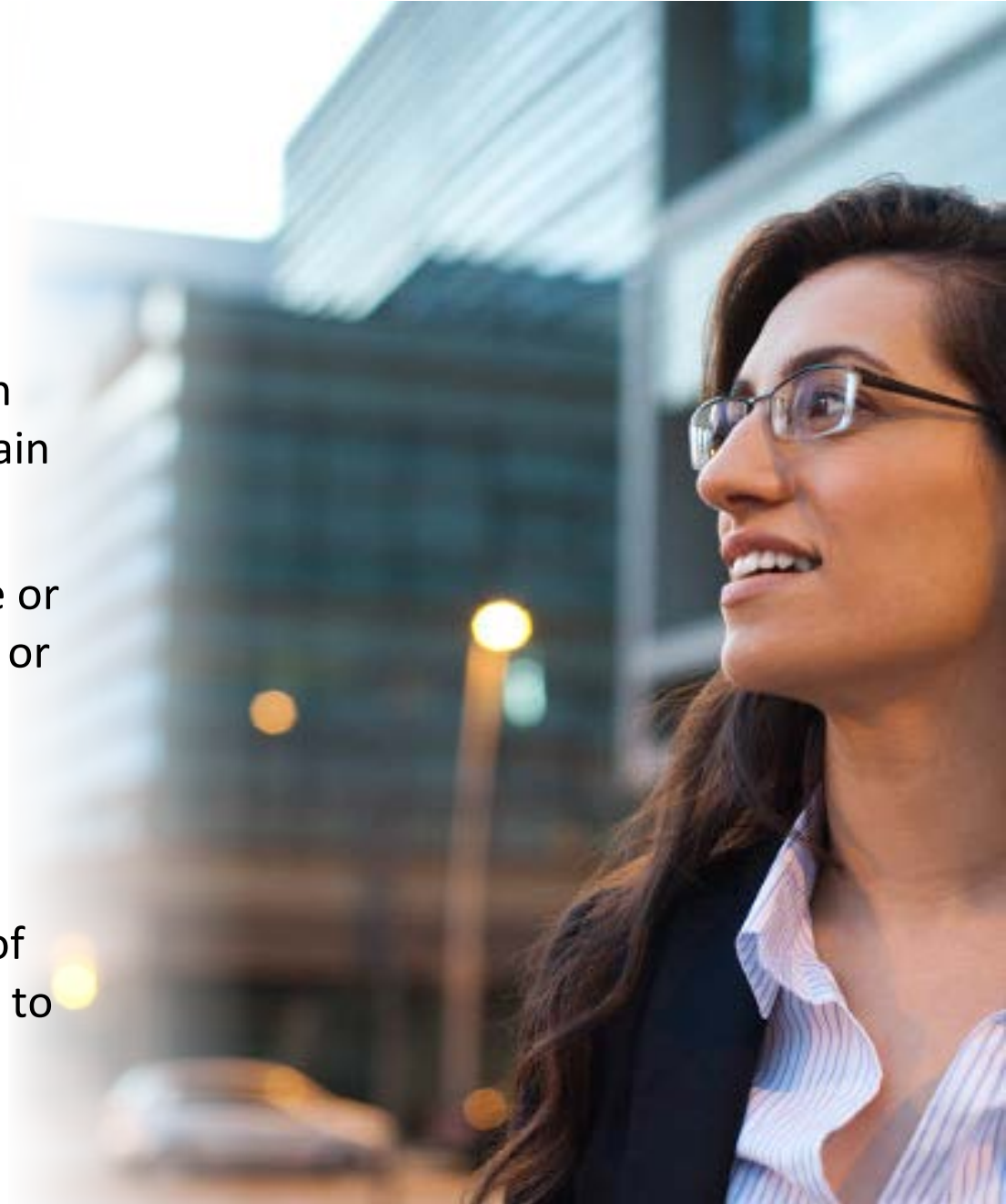
What happens when you call the EAP?



Confidentiality

Participation in services is confidential and is not shared with your employer, but there are certain required-by-law exceptions:

- If a caller reports any knowledge or suspicion of child or elder abuse or neglect
- If a caller threatens to harm himself or others
- When the caller signs a release of information granting permission to divulge certain information



Quality assurance

- We monitor and maintain high standards of network counselors' qualifications and performance
- With your permission, we will contact you regarding the quality of care you received and your satisfaction with our network counselor and the service through an online survey.



How to access services

- Services are available 24 hours a day, 7 days a week
- Call the toll free number on your member brochure
- Access web resources through your member website with the login information on your member brochure

All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected abuse of a minor child, and in some areas, spousal or elder abuse). Information is believed to be accurate as of the production date; however, it is subject to change.

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