



# Employee Assistance Program

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The Employee Assistance Program is a confidential service designed to help you and your family solve personal problems that may affect your health, family life, or job performance.

## The Employee Assistance Program:

Services provided by Aetna Resources for Living are available to you, and all your Eligible Dependents, regardless of your other benefit coverage. You receive up to eight face-to-face counseling sessions per issue, per year with licensed network professionals at no cost to you.

Key features are:

- The program can help you and your Eligible Dependents by providing support, consultation, and resources for:
  - Stress
  - Family relationship issues
  - Anger management
  - Substance abuse
  - Helping you balance work and home life
- You have direct access to a full range of web-based tools and resources, self-assessments, and more information on a variety of relevant topics.
- You have unlimited, toll-free telephone access 24 hours a day, seven days a week.
- Counselors are available for appointments during normal business hours, including during evening hours and Saturdays. When you call the Employee Assistance Program, you will be encouraged to make an appointment to meet with a trained counselor in person. If you decide to meet face-to-face, you will be offered an appointment with a program counselor within five days. In an emergency, a counselor will be available to meet with you as soon as possible. Together, you and the counselor will discuss your concerns and decide the appropriate course of action.
- The program ensures complete confidentiality.

### Add-on Services

Legal Services

- You receive ½ hour free consultation with a participating attorney for limited services and topics:
  - General law (excluding employment law)
  - Mediation services
  - Special needs, including emergency matters
  - Document preparation

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## Financial Services

- You receive ½ hour free consultation on new financial counseling topics each year:
  - Budgeting
  - Debt
  - Credit
  - Retirement
  - College funding
  - Financial planning
  - Taxes
  - 25% discount on tax preparation services

## Identity Theft Services

- You receive:
  - 1 hour telephonic fraud resolution consultation

## Access web-based tools and resources

- You receive easy-to-find information, self-assessments, and more
- Online discounts on brand-name products and services

## Care kits related to child or elder care and prenatal care

### **❗ What happens to your benefits when?**

**For more information about what happens to your Employee Assistance Program coverage when certain changes or events occur, see “How Changes Affect Your Benefits” in the “About Your Benefits” section.**

## **Cost of Treatment**

Any consultation between a program counselor and you or your Eligible Dependents is free of charge.

If you are referred outside the program for treatment, you will be responsible for paying for the treatment. Treatment outside the program may be available under your medical coverage.

## **Confidentiality**

Using the Employee Assistance Program is strictly confidential. The provider will never release any information about you or an eligible dependent unless you give your written permission or unless required by law.

### **❗ How to Contact the Employee Assistance Program**

If you or your Eligible Dependents needs help, contact the Employee Assistance Program directly at 1-866-611-2826 or visit online at [www.mylifevalues.com](http://www.mylifevalues.com) (Username: CNS; password: EAP).