

Employee Orientation to the Employee Assistance Program



Presented by
CIGNA Employee
Assistance Program



What is an EAP?

- An EAP is a benefit that is paid for by the company, for employees and their household members, to help them find resources to solve personal problems which, if not resolved, could adversely affect the employee's job performance.
- These problems may include issues with family, alcohol, drugs, emotions, stress, and legal or financial questions.



Benefits of the EAP

- Face-to-face sessions
- Confidential
- Prepaid
- Unlimited telephonic consultation
- Available 24 hours a day, 7 days a week
- Household benefit
- Work/life support, such as eldercare, childcare and pet care
- Financial services
- Legal services



Benefits of the EAP

Face-to-face sessions

- Licensed clinicians in your community
- Prepaid by your employer – no cost to you
- Household benefit
- Confidential
- Available 24 hours a day, 7 days a week
- Crisis intervention and support



Benefits of the EAP

Telephonic Consultations

- 20- to 30-minute telephone conversations with a licensed clinician
- Unlimited number of consultations
- Available to employees, family and household members
- Confidential
- Flexible format – use it to:
 - Get information and answers
 - Identify resources
 - Explore treatment options
 - Make an action plan



Work/Life Support

- Child care
- Elder care
- Adoption
- Education
- Pet care
- Legal
- Financial
- Identity theft
- Work/Life online support



Child Care Consultation and Referrals

- Preschool programs
- Nursery schools
- Before- and after-school care
- Family day care homes
- Child care centers
- In-home care
- Babysitters
- Nanny agencies
- Sick-child care
- Back-up and odd-hour care
- Special needs care
- Summer programs
- Camps
- Special needs camps
- International study programs
- Summer school
- Child development
- Child safety
- Discipline
- Toilet training issues
- Blended families
- Grandparents as parents
- Parenting support groups

Elder Care Consultation and Referrals

- Medicare/Medicaid
- Supplemental insurance
- Home safety
- Rehabilitation programs
- Skilled-nursing facilities
- Adult day care
- Transportation services
- Hospices
- Home health agencies and nursing programs
- Grief support
- Caregiver support resources
- Home medical equipment
- Chore/companion services
- Senior centers
- Retirement communities
- Geriatric case management programs and services
- Independent and/or Assisted Living centers
- Alzheimer's support
- Food and other visitation/assistance programs (Meals-on-Wheels)
- Volunteer organizations
- Community services
- Elder-law attorneys
- End-of-life resources



Adoption Consultation and Referrals

- Adoption agencies
- Adoption attorneys
- Adoption advocacy groups
- State adoption specialists
- International adoption
- Adoption subsidies
- Non-traditional adoptions
- Stepparent adoption
- Kinship care resources
- Foster care resources
- Location services for finding birth parents and siblings
- Infertility resources (clinics, counseling)



Education Consultation and Referrals

- Early learning programs, preschools
- Tutors
- Public and private schools
- Special needs education
- Alternative schools
- School district profiles and report cards
- Home schooling resources
- At-risk youth resources
- “Boot camps,” military schools
- Non-college options
- Internship resources
- 2- and 4-year colleges
- Graduate schools
- Community colleges
- Continuing education
- Elder hostels
- Admissions testing
- Financial aid
- Career development
- Career counseling & testing

Pet Care

- Pet-sitters
- Veterinarians
- Pet obedience training
- Boarding/kennel services
- Pet supplies



Legal

- Domestic/family law
- General/civil law
- Elder law
- Real estate law
- Tax and IRS matters
- Motor vehicle law
- Criminal law
- Tax preparation

This service is not available for consultations about employment law



Financial

- Free 30-minute consultation with a financial specialist
- Credit management
- Debt counseling
- How to reduce living expenses
- Budgeting techniques
- Restoring credit
- 401(k) investing
- Home refinancing
- Flexible spending accounts
- Student loan consolidation, default, and payment options
- Tax planning and preparation with 25% discount
- Retirement planning strategies
- Divorce planning



Identity Theft

Free consultation with an identity theft/Fraud Resolution Specialist, which includes the following:

- Educational materials
- How to notify authorities, credit reporting agencies, and creditors
- An "Emergency Response Kit" shows how to report fraud and restore your credit rating
- Forms and letter templates for reporting and itemizing fraudulent occurrences
- How to take future protective measures



How to Access Work/Life Resources Online

- Go to www.cignabehavioral.com
- Under the "**Members**" section click on "**Login to access your benefits**"
- Enter your **Employer ID**, which your HR rep can give you
- On left hand side, click on "**Find Work/Life Resources**"
- Click on "**Accept**" for the privacy policy



Benefits of the EAP

Additional Online Services

Go to www.cignabehavioral.com

- Provider Directory
- Online Access and Referral
- Article Library
- Self-assessment tools
- Healthy Rewards Online
- Recorded wellness seminars



Benefits of the EAP

Healthy Rewards

Discounts on services/supplies for:

- Acupuncture
- Chiropractic care
- Massage therapy
- Fitness clubs
- Walk 10,000 Steps a Day™
- Eye exams & eyewear
- Lasik vision correction
- Hearing exams & aids
- Tobacco cessation products & programs
- Weight management programs
- Registered dietitian consultations
- Natural supplements
- Magazine subscriptions & books
- Dental products

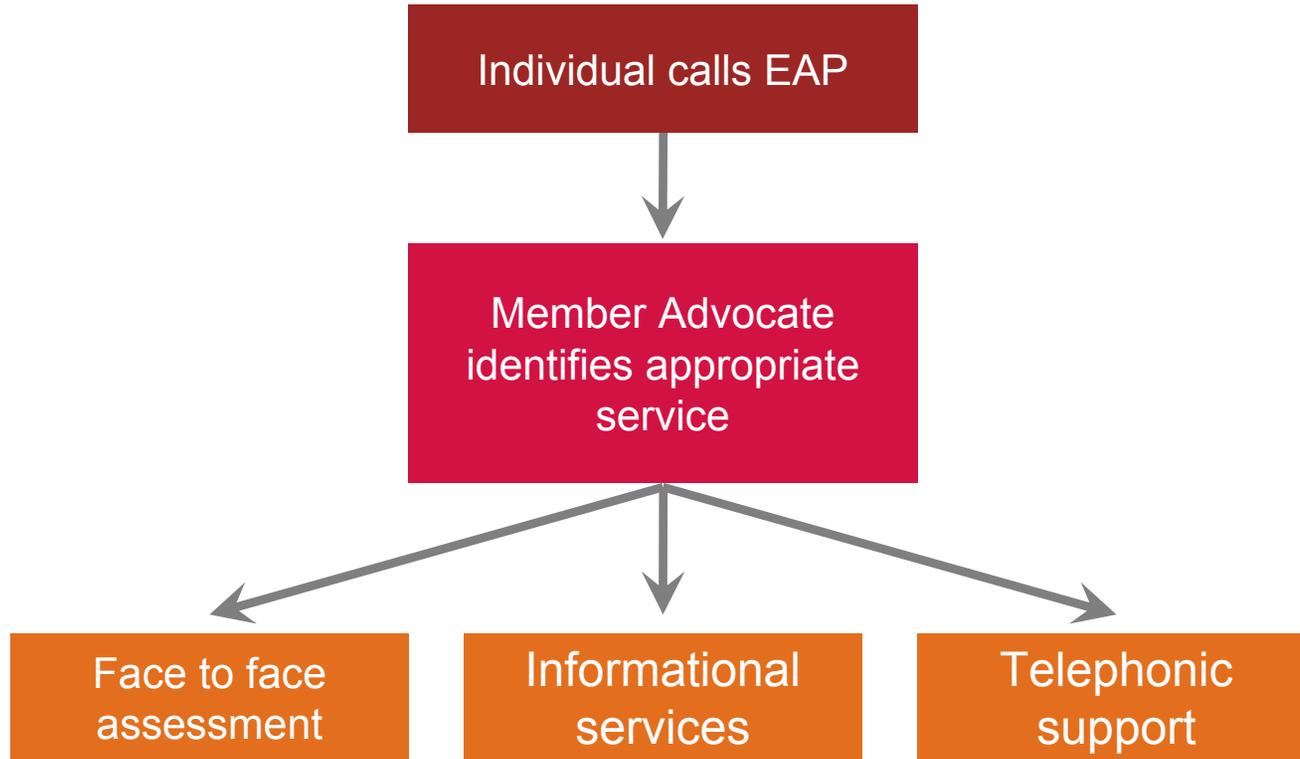


2011 EAP Telephonic Seminars

- Achieving Success: Identifying and Conquering Self-Defeating Thoughts
- Basic Components of Healthy Eating
- Relationships: Making Them Work – Together
- Communication Skills
- Stress and Our Perceptions
- Path to Wellness: Make the Choice to Be Healthy
- Drug and Alcohol Awareness
- Sleep Well
- Coping with Everyday Worry
- Balancing Work and Personal Life
- Make Work Stress Work for You
- Dealing with Difficult People
- Taming the Back-to-School Transition
- Stress Less: Responding to Your Mind and Body
- Respect in the Workplace: Preventing Harassment
- Managing Change
- Managing Family Conflict
- Holiday Stress



When You Call



Test Your EAP Knowledge

Q: Your EAP benefit is free.

A: Next Slide...



Test Your EAP Knowledge

Q: Your EAP benefit is free.

A: True. There is no cost to you for any EAP services.



Test Your EAP Knowledge

Q: You can receive a free 30-minute consultation with a lawyer in your area through the EAP.

A: Next Slide...



Test Your EAP Knowledge

Q: You can receive a free 30-minute consultation with a lawyer in your area through the EAP.

A: True. And this is 30 minutes *per issue*.



Test Your EAP Knowledge

Q: The EAP can advise you about home refinancing.

A: Next Slide...



Test Your EAP Knowledge

Q: The EAP can advise you about home refinancing.

A: True. You can receive a free 30-minute consultation with a financial specialist about a wide range of questions, including home refinancing.



Summary

**Your employer is providing you a generous benefit.
We hope you will take advantage of it and tell your
household members about it.**

- Easy to access
- Call for any kind of issue or concern
- We are here for you 24/7
- It is confidential
- There is no cost to you

Questions or Comments?

