

# EAP Offerings

## ■ Member Services:

- Confidential
- Available 24/7 to Employees and Household Members
- Unlimited Telephonic Consultation
- Up to 8 Face-to-Face Assessment & Referrals Per Issue
- Comprehensive Online Tools & Resources
- Crisis Intervention
- Community Resources (proprietary 2-1-1 database)
- Healthy Rewards®



Improve health.



\*subject to terms of contract

## Work/Life Offerings

- Up to **3 qualified referrals** per request
- Referrals can be provided by:
  - Phone, email, fax or mail
- Assistance with:
  - Adoption
  - Child & senior care
  - Temporary backup care
  - Legal
  - Pet care
  - Education
  - Senior Care
- Online features:
  - All Self Service resources
  - Health assessment & management tools

**Child care breakdowns leading to employee absences cost U.S. businesses \$3 billion annually**

Source: National Child Care Information Center at [www.nccic.org](http://www.nccic.org))

- Financial information
- Prenatal care & parenting
- Special needs children
- Identity Theft

Improve health.



# Face-to-face assistance

# full-service work/life support



Face-to-Face Assistance			
Service Level	<ul style="list-style-type: none"> <li>24/7 Telephonic Access</li> </ul>	<ul style="list-style-type: none"> <li>Network Provider Referrals</li> </ul>	
Participant Services	<ul style="list-style-type: none"> <li>Telephonic Consultation</li> <li>Crisis Intervention Services</li> <li>Community Resources</li> </ul>	<ul style="list-style-type: none"> <li>Healthy Rewards<sup>®</sup> Discount Program</li> <li>Online (Assessment Tools, Article Library, Online Access &amp; Referral)</li> </ul>	<ul style="list-style-type: none"> <li>1-8 Face-to-Face Sessions</li> </ul>
Organizational Services	<ul style="list-style-type: none"> <li>Account Management</li> <li>Unlimited Management Consultation</li> </ul>	<ul style="list-style-type: none"> <li>Online Management Reporting</li> <li>Policy support and disaster relief</li> </ul>	<ul style="list-style-type: none"> <li>10 service hours annually per 1,000 employees for orientations, seminars or training, on-site crisis intervention</li> </ul>
Full-Service Work/Life Support			
Telephone Support	<ul style="list-style-type: none"> <li><b>Child Care</b> Child care centers, family child care homes, in-home care, baby-sitting agencies and options, nanny agencies and options</li> <li><b>Senior Care</b> Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities</li> <li><b>Prenatal Care</b> Birthing methods, nutrition, exercise, and diet, child care pre-planning</li> </ul>	<ul style="list-style-type: none"> <li><b>Parenting</b> Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training</li> <li><b>Summer Care</b> Residential camps, day camps, traditional camp programs, specialized camp programs</li> <li><b>Special Needs</b> Common childhood illnesses, children with multiple disabilities, developmental delays</li> <li><b>Pet Care</b> Veterinarians, insurance, pet-sitting resources, obedience training, pet store, pet supply catalogs</li> </ul>	<ul style="list-style-type: none"> <li><b>Adoption</b> State adoption specialists, adoption support groups, private adoption</li> <li><b>Education</b> Kindergarten programs, public schools, undergraduate &amp; graduate programs</li> <li><b>Legal</b> 30-minute free consultation, 25% discount on usual fees, referrals to local providers</li> <li><b>Identity Theft</b> 60-minute free consultation with a fraud resolution specialist</li> </ul>
Online Support	<ul style="list-style-type: none"> <li><b>Parenting</b> Adoption, child care, developmental stages, kid's well-being, education</li> <li><b>Aging</b> Adults with disabilities, aging well, planning for the future, U.S. systems for the elderly, housing options, home care, health, caregivers, grief &amp; loss</li> <li><b>Balancing</b> Personal growth, communication, families, relationship, grief &amp; loss, mental health, addiction &amp; recovery</li> </ul>	<ul style="list-style-type: none"> <li><b>Thriving</b> Health tools, live healthy, healthy eating, medical care, infant &amp; toddler health, child health, adolescent health, women's health, men's health, senior health, health challenges</li> <li><b>Working</b> Accomplished employee, effective manager, career development, training &amp; development, workplace productivity, workplace diversity, workplace safety</li> <li><b>Living</b> Consumer tips, home improvement, home buying or selling, moving, financial, legal, legal ready docs, errands online, safety, pets, travel &amp; leisure time, fraud &amp; theft</li> </ul>	<ul style="list-style-type: none"> <li><b>International</b> Immigration to the U.S., international immigration, relocating abroad, living abroad, working abroad, families abroad, repatriation</li> <li><b>Educational Materials</b></li> <li><b>Personal Assessments</b></li> <li><b>Interactive Tools</b></li> <li><b>Self-Search Provider Locators</b></li> <li><b>Email for consultant-assisted search</b></li> <li><b>Live messaging for consultant-assisted search</b></li> <li><b>Web Seminars</b></li> </ul>
Referrals & Fulfillment	<ul style="list-style-type: none"> <li>Up to 3 Qualified Referrals where available; if additional needed, consumer calls back</li> </ul>	<ul style="list-style-type: none"> <li>Turnaround Time: 12 business hours; emergency is 6 business hours</li> </ul>	<ul style="list-style-type: none"> <li>Online &amp; Print Fulfillment Materials</li> </ul>

Enter Company Name - Employee Assistance Program

Call 800.554.6931 or visit us on the web at [www.cignabehavioral.com](http://www.cignabehavioral.com) employer id: sierra

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