



**CIGNA Behavioral Health**

*A Business of Caring.*

## Employee Assistance Program Employee Orientation To Benefits

▶ [Click Here To Begin Orientation](#)

### **General Requirements**

To optimize the viewing of this web site, we recommend that your computer has the following: a minimum screen resolution of 800 × 600 with 256 colors, a mouse and Netscape Navigator or Internet Explorer (versions 4.0 or later recommended; excluding Netscape 6). JavaScript is required.



## Employee Assistance Program Employee Orientation To Benefits



Welcome to this on-line overview of CIGNA Behavioral Health's core Employee Assistance Program (EAP) benefits. If we are your EAP provider, we hope you will get the most out of your EAP as a result of completing this overview. Others are welcome to complete it as well.



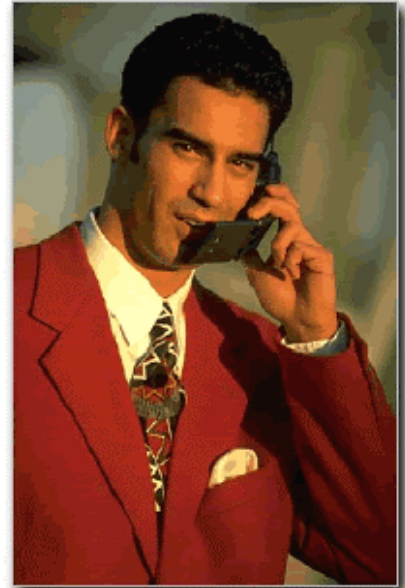


## Employee Assistance Program Employee Orientation To Benefits



### Course Objectives

- > What is an Employee Assistance Program?
- > What problems does it address?
- > What services does it provide?
- > Who can use it?
- > How do I access the services?





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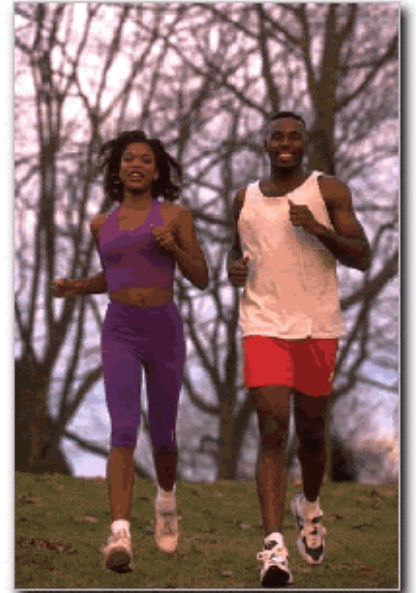
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### What Is An EAP?

An EAP is a benefit that is paid for by the employer, for employees and their household members, to help identify and find resources to solve personal problems which, if not resolved, could adversely affect the employee's job performance.





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### The Kinds Of Problems With Which The EAP Can Help

- > Legal questions or concerns
- > Marital or family conflicts
- > Childcare or senior care concerns
- > Financial problems
- > Alcohol or drug problems
- > Stress, emotions, and much more...





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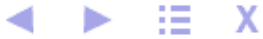
### **Face To Face Counseling**

All employees are eligible for a certain number of sessions with a licensed counselor (check with your Human Resources Dept. for how many sessions your organization contracted for). For most plans, this is x number of sessions per issue, not per year. For example, you could see a counselor for x sessions focusing on job stress, and then x more sessions for marital concerns. If you require assistance beyond what the EAP provides, you can often continue with the same counselor using your healthplan benefits—though you will likely have a copayment.





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### Telephonic Consultation

The EAP also provides telephonic consultation with a behavioral health professional in order to answer questions, identify and assess problems, problem-solve, discuss and develop a plan of action, and/or make a referral to appropriate clinical or community resources. It is a level of EAP service aimed at meeting the needs of participants who do not require or request a face-to-face visit with a counselor. These consultations typically last 20-30 minutes and can be scheduled at a time of day that is most convenient for the caller.





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### Special Features Of Your EAP

- We are available 24 hours a day, 7 days a week
- It's confidential—we don't tell your employer who uses the EAP
- EAP benefits are available to anyone living in your household, whether or not they are your dependents
- No cost to you—it's prepaid by your company
- Appointments are available within two business days

Please be aware that this orientation covers CIGNA Behavioral Health's basic EAP product. Some companies have opted to purchase enhanced EAP benefits. Your HR representative will advise you of any additional services for which you are eligible.



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### Non-Clinical EAP Benefits

- Child Care
- Senior Care
- Legal Services
- Financial Resources
- Life@Work*
- Pet Care
- "Healthy Rewards"
- Online Services





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### Childcare

Participants may talk to our childcare specialists about various aspects of childcare. We will search for referrals in your area and send information in writing. Some of the childcare issues participants call us about are:

- > Referrals to daycare centers, daycare homes, nannies and *au pairs*
- > Information on how to choose a childcare provider and how to evaluate the care your child receives
- > Adoption
- > Summer camps, special needs
- > Prenatal classes
- > Preschools/nursery schools



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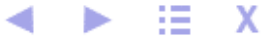
### Senior Care

Participants may talk to our senior care specialists about many aspects of caring for seniors. We will provide written information and referrals in your area. Some of the senior care issues participants call us about are:

- Living arrangements, from retirement communities and adult homes to nursing homes
- Home care agencies
- Support groups
- Elder law, e.g. wills, durable power of attorney, advance directives








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### Legal Services

Participants are eligible for a free 30-minute telephonic or face-to-face consultation, per issue, with a licensed attorney. They then receive a 25% discount on that attorney's fees, if they choose to retain the attorney for services. Some of the issues participants call our attorneys about are:

-  Personal injury
-  Wills
-  Financial issues, bankruptcy, tax questions
-  Housing, real estate, landlord/tenant disputes
-  Family law—divorce, custody, child support

**Exclusion:** employment law is not covered. We cannot answer legal questions pertaining to employment.



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### Financial Resources

CIGNA Behavioral offers participants who request assistance with financial matters the option of either seeing an EAP counselor for an initial assessment to determine whether personal or emotional issues are affecting their financial situation, or being referred directly to a community resource where they can receive help with the following:

- Debt consolidation
- Budgeting strategies
- Managing debt/credit
- Spending habits



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### Life@Work

Life@Work is a program that integrates clinical and nonclinical services related to work. You can call and talk to an information specialist or counselor about issues such as the following:

- Balancing work and life
- Working overtime
- Workplace conflict
- Working with others



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### Pet Care

Believe it or not, your EAP can help with finding resources for your pet. For serious pet lovers, especially those who have to travel, this can be an important benefit. The kinds of resources we can help you find:

- Pet-sitting or boarding
- Obedience training
- Pet insurance
- Veterinarians



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### "Healthy Rewards"

The Healthy Rewards program provides information and discounts up to 25% on many complementary medical products and services. A partial listing of these products and services:

- |  |  |
|--|--|
| <input type="checkbox"/> Fitness club memberships        | <input type="checkbox"/> Chiropractors     |
| <input type="checkbox"/> Vitamins and herbal supplements | <input type="checkbox"/> Massage therapy   |
| <input type="checkbox"/> Acupuncture                     | <input type="checkbox"/> Lasik eye surgery |



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### Online Services

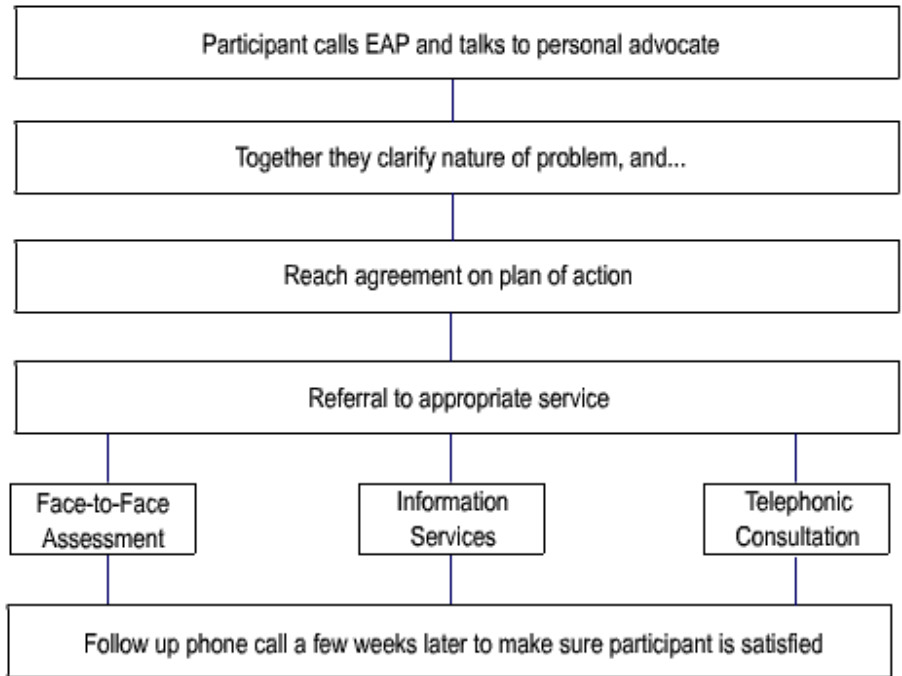
CIGNA Behavioral has a full array of online services, accessible at [www.cignabehavioral.com](http://www.cignabehavioral.com) (see your Human Resources rep for access). The convenient services available online include:

- Directory of EAP providers
- Online access and authorizations
- Driving directions to therapists' offices
- Article library with hundreds of topics (mental health, legal, medical, financial, educational, etc.)
- Access to *Healthy Rewards* online
- Self-assessment tool – get feedback, suggestions, and self-help resources



# Employee Assistance Program Employee Orientation To Benefits

## What Happens When You Call The EAP?





## Employee Assistance Program Employee Orientation To Benefits



### EAP Orientation Quiz

Let's take a short test to find out how much you know about your EAP. Click either True or False for each question.

1. You have a small copayment for EAP counseling services.

2. Pet sitting referrals are a covered benefit.

3. You are eligible for one free visit to a massage therapist per year.

4. You are eligible for a 30 minute consultation with an attorney, per year.

5. If your daughter's boyfriend lives with you, he can use the EAP.



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**Great! You have completed this orientation. Thank you for taking the time.**

**Answers to the Quiz:**

- 1.) FALSE - There is never a charge for EAP services.
- 2.) TRUE
- 3.) FALSE - However, you can get a 25% discount on unlimited visits to a message therapist.
- 4.) FALSE - You are eligible for a 30 minute consultation for each separate issue, not once per year.
- 5.) TRUE - All of your household members are eligible for EAP benefits.