

# EAP Orientation

## Aetna Resources For Living<sup>SM</sup>

- **Employee Assistance Program**
- **Worklife Services**
- **Legal and Financial Services**
- **ID Theft Consultation**
- **Management Services**



# Compassion & Awareness

## Behavioral Health Conditions are NOT a choice

### What is 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

### Behavioral health interventions

- Talk therapy
- Exercise
- Diet
- Technology
- Spiritual intervention

### Experts available to provide care

- Licensed mental health counselor (i.e. LPC, LCSW, LMHC, SAP)
- Psychologist (PhD)



# 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



# 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**
- **Management Services**
  - Management referral process
  - Training and education
  - Crisis response services





# Benefit features

- Cost-free benefit
  - No premium, no deductible, no co-pay, no co-insurance
- Access
  - Confidential (HIPAA compliant)
  - No ID cards, no SSN collected
  - Just provide the name of your Employer
- Who's eligible
  - You (first day of hire)
  - Anyone in your household (regardless of age, relation, health insurance coverage)
  - Dependents up to age 26 that live outside the home
- Unlimited telephonic consultations, 24/7
- National provider network



# Reasons to consider calling

Parenting

Stress

Addictions

Marital/relationship

Career/job issues

Grief and loss

Depressed mood

Caring for parents

Retirement

Financial

Legal

Anxiety

Benefit orientation



# Give an Hour – Military Family Support

## Did you know...

- Over 300,000 returning troops (18 percent) suffer from severe depression or post-traumatic stress
- Over 320,000 (19 percent) have suffered a traumatic brain injury
- Only about half of both groups have sought treatment
- For each military member deployed, 8 -10 family members are directly affected by his or her service

*Free counseling is available for active, reserve and retired military along with their family through*

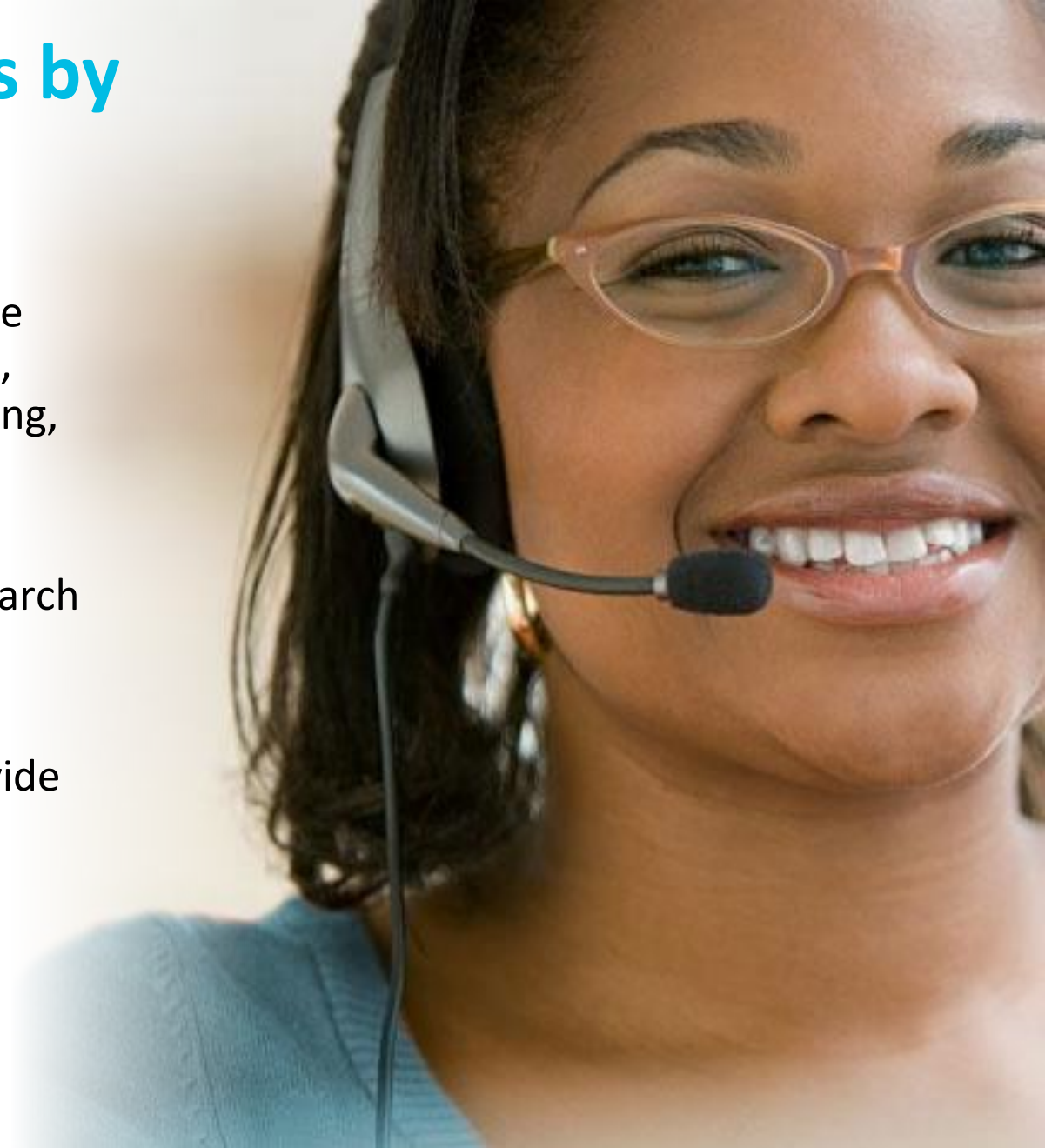
[www.giveanhour.org](http://www.giveanhour.org)





# 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





# Worklife counselors can help

## Find child care resources in your area

- Child care centers
- Family care homes
- Nannies
- Before and after school
- Sick and after school care
- Adoption resources
- Schools – public, private, elementary, high school, college
- Summer camps
- Special needs
- Autism resources

## Find elder (65+) and adult care resources in your area

- Transportation
- Medicare
- Aides, companions
- Senior living options
- Emergency response systems
- Recreation
- Home-delivered meals
- Adult day care
- Community service
- Hospice

# More reasons to call

## Caregiver support services

- Support- referrals to groups, counseling
- Information for caregivers
- Multiple copies of referral packet sent to accommodate family meetings
- Respite – referrals to facilities that accept short-term stays

## Emergency and basic needs

- Referrals for temporary housing, shelters
- Food programs and pantries
- Emergency financial assistance programs
- Disaster management
- Heat and utility assistance
- Other



# 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/high risk adolescents
- Primary/secondary education



Welcome... *State of Florida*

✉ [Get the latest messages and updates.](#)



## Get "in the swim" with these safety tips

Whether it's at the pool or the beach, when there are kids in the water, adults need to make child safety their number one priority. Here are some basic rules... [More.](#)



## Family

Family is an important component of life. You can find resources on [parenting for all ages](#), [education](#), [relationships](#) and more.



## Health

Browse resources to help you on your journey to wellbeing: [mental wellbeing](#), [fitness & nutrition](#), [health assessments & tools](#) and more.



## Life

What are you doing to take care of YOU? Find resources on: [stress](#), [self improvement](#), [disaster resources](#), [retirement](#) and more.



Get the tools and information to help you succeed at work. [career navigation](#), [handling](#)

## My Quick Links

Home

### ▼ [For Employees](#)

- Find an EAP Counselor
- Suicide Prevention
- Self Referral
- Worklife
- Military Life
- Webinar Library
- Financial Guidebook
- Return to Work
- Coping With Job Loss
- Debt Management Referral
- Legal Referral
- Free Will & other legal documents
- Career Search Guide

### ▼ [For Supervisors](#)

- Safety Evaluation
- Supervisor Tools & Tips
- A Manager's Guide to Effective EAP Referrals
- Understanding EAP Referral Types
- Managing Layoffs
- Confrontation Techniques
- Workplace Violence
- EAP Trainings
- Financial Trainings

### ▼ [Download Brochure](#)

### ▼ [Download Posters](#)



# MyStrength

## Well-being Self-help Resource

- Easy-to-use online and mobile self-help resource for depression and anxiety
- Short Personal Profile and Optional Wellness Assessment
- Unique “My” Home Page Content
  - Personalized Daily Inspiration
  - Mood Tracker
  - Practical Action Plans
- Access available from the privacy of your computer or mobile device
  - Initial – sign up with access code: FL
  - Ongoing – log in with personal access information



# Ways to Save

- Discount Center
- Fitness Discounts
- Coupon Clipper
- Legal Documents
- Financial Calculators



# Mobile App

Keep Resources For Living in the palm of your hand

- Inspire a better mood
- Manage stress & anxiety
- Balance work and family
- Access discounts
- Submit a worklife request



# Legal services

## Florida Bar Legal Referrals

- Visit [www.myflorida.com/myeap](http://www.myflorida.com/myeap)
  - Click on the Legal Referral link from the My Quick Links For Employees section
- 

## Attorney consultations

- **Covered issues:** domestic/family, civil, landlord/tenant, criminal, estate planning, immigration, motor vehicles
  - **No more than \$25 fee**
- 

## Free on-line documents

- **Visit the EAP website:** will, advanced directive, health care surrogate, donor form
- 

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

## Debt Management Credit Counseling

- Visit [www.myflorida.com/myeap](http://www.myflorida.com/myeap)
  - Click on the Debt Management Referral link from the My Quick Links For Employees section
- 

- Budgeting
- Credit score analysis
- Debt
- Mortgages
  - Reverse mortgage counseling, foreclosure prevention
- Financial planning
- Payday loan assistance
- Student loan assistance



# Using your benefits



# Access is Easy

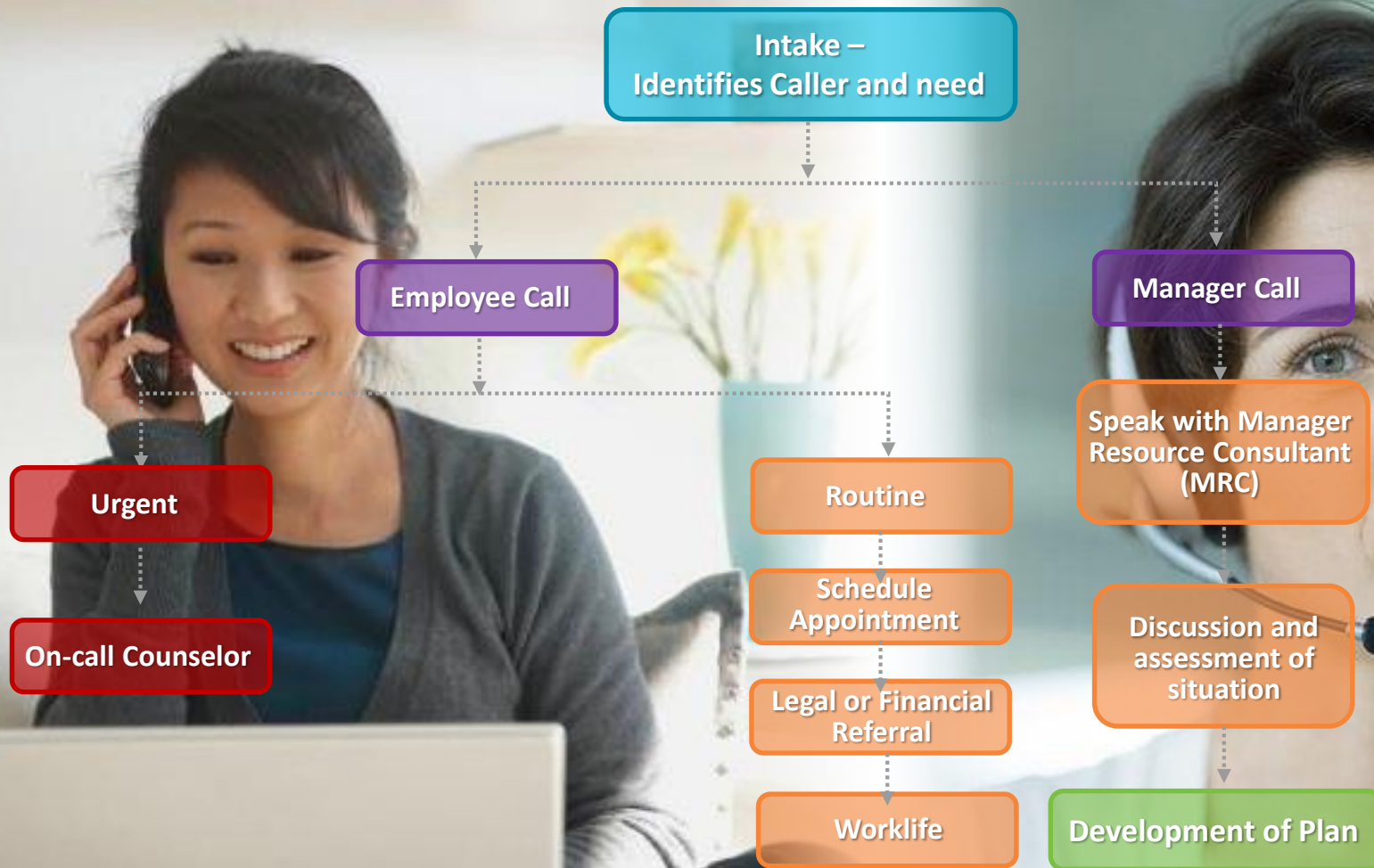
**You choose the way you want to connect with us:**

- Phone
- Televideo
- Face to Face
- Online
- Mobile Applications
  - Aetna Resources for Living
  - myStrength





# What happens when you call?

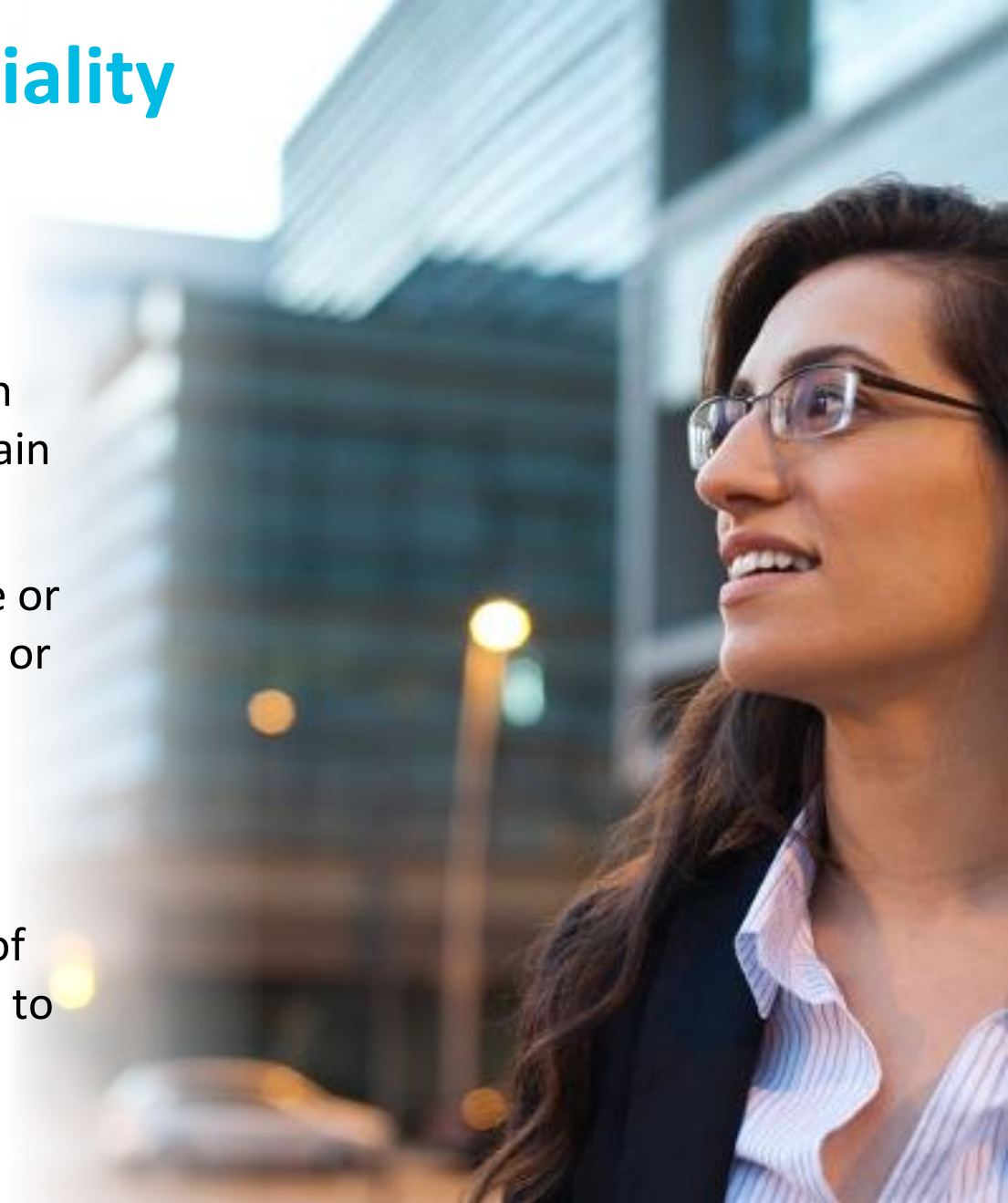




# Member Confidentiality

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, either through:
  - Post-treatment questionnaire by mail, or
  - Emailed survey



# How to access services

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

800-860-2058

[www.myflorida.com/myeap](http://www.myflorida.com/myeap)

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.

44.25.924.1 (8/12)

# For further assistance



## For more information and resources refer to contact sheet

Aetna Resources for Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies. The EAP is administered by Aetna Behavioral Health.

This material is for informational purposes only and is neither an offer of coverage nor medical advice. EAP instructors, educators and network participating providers are independent contractors and are neither agents nor employees of Aetna. Aetna does not direct, manage, oversee or control the individual services provided by these persons and does not assume any responsibility or liability for the services they provide and, therefore, cannot guarantee any results or outcomes.

Information is believed to be accurate as of the production date; however, it is subject to change.

©2012 Aetna Inc.

## Aetna Resources For Living<sup>SM</sup>