

# Employee Assistance Plan (EAP)

## PROVIDED THROUGH AETNA RESOURCES FOR LIVING

Southeast Georgia Health System provides an EAP to protect its most valued asset – YOU. We have contracted with Aetna Resources For Living EAP Services to provide you and each of your eligible dependents with access to professional assistance for the challenges of everyday living.

## Services Available through Aetna Resources For Living

### ■ Confidential Counseling Sessions to deal with difficult periods in life

- 24/7 telephonic assessment and triage
- Face-to-face counseling sessions – up to 5 visits per incident per calendar year
- Telephonic counseling – unlimited number of issues per year

### ■ Work Life Benefit

- Eldercare, childcare, and dependent care consultation and referral – unlimited number of issues per year
- Medicare counseling – unlimited number of issues per year
- Convenience services – unlimited number of issues per year

### ■ Financial Consultation

- One free 30-minute telephonic or face-to-face consultation per each new issue with a financial counselor on topics including credit counseling, debt counseling and budgeting, mortgages, retirement planning, and tax questions with local referrals and web access – unlimited number of issues per year
- Library of forms, articles, and FAQs, calculators

### ■ Legal Consultation

- One free 30-minute telephonic or face-to-face consultation with a network attorney or mediator per each new issue – unlimited number of issues per year
- 25% discount off usual rates for subsequent work and network attorney or mediator
- Free simple will preparation
- 10% discount off usual rates for telephonic and online assistance to help prepare legal documents such as divorce forms, estate planning forms, immigration forms, and others

### ■ Identity Theft Consultation

- One free 60-minute telephonic consultation per each new issue with a fraud resolution specialist – unlimited number of issues per year
- Specialist assists employees with restoring their identity and good credit
- Free “ID Theft Emergency Response Kit”
- Specialist advises client on how to dispute fraudulent debts due to ID theft
- Counselor follows up with the member and monitors progress

### ■ Aetna Resources For Living Online EAP Services

- Free live webinars
- Child and elder care searches and resources
- School and college tools
- Adoption resources
- Veterinarian and pet care researches
- Psychological health resources
- Assessments and wellness resources
- Money and time-saving resources

It is Confidential. As provided by law, your use of Aetna Resources For Living services is confidential. Information related to your participation in the EAP will not be shared with anyone without your written permission.

It is Convenient. Aetna Resources For Living network of professionals are located near your home and place of employment. Appointments are available at times convenient to your schedule.

It is Easy to Use. Aetna Resources For Living provides a national, toll-free 800 number for emergencies and crisis intervention, and to request an initial appointment. The hotline is available 24 hours a day, 7 days a week.

**Horizon Health 1-866-252-4468**

**[www.mylifevalues.com](http://www.mylifevalues.com)**

**Username: sghs**

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