

OBJECTIVES



- **Review the EAP benefits**
- **Demonstrate the web site**
- **Provide examples of success stories and the wide range of resources available, especially in this challenging economy**

WHAT IS THE EAP?



- **A confidential counseling and referral service for employees and their household members. If grandma lives in the household she is eligible or if Johnny is going to school in Maine, he is eligible.**
- **A starting place for addressing personal problems. Employees' lives are hectic and filled with increased responsibility. The EAP assists in balancing employees' worklife and personal life.**
- **Help for participants to deal privately, confidentially and effectively with personal problems. We encourage the use of the EAP as a wellness and prevention tool.**

EAP BENEFITS



- **Cost-free employee benefit – 3 Sessions per issue, per person, per year with a counselor**
 - **Call 800-284-1819**
- **Confidential. No information is shared with your employer. All information employees want shared with another person MUST have a signed release from the employee.**
- **Convenient office locations. Our standard is 15 miles from the zip code provided.**
- **Covers employee and anyone in the employee's household**
- **Unlimited telephone counseling 24 hours a day, 7 days a week with the same Master's level counselor. The schedule/appointments are all based on the employee's convenience.**
- **Legal and Financial Consultation**
- **WorkLife Services/Resources**
- **Services offered through the Organizational Risk Management Center (ORMC)**

SOME OF THE ISSUES WE DEAL WITH...



- **Eldercare**
- **Parenting**
- **Financial Problems**
- **Marital Issues**
- **Family Issues**
- **Death and Dying**
- **Stress Management**
- **Emotional Difficulties**
- **Chemical Dependency**
- **Depression**
- **Conflict Resolution**
- **Job Performance**

REASONS TO CONSIDER CALLING THE EAP



- **Psychological**
- **Stress**
- **Drug or Alcohol issues**
- **Marital/Relationship**
- **Career/Job issues**
- **New blended family**
- **Grief and Loss**
- **Family issues**
- **Approaching Retirement**
- **Financial Consultation**
- **Debt Consolidation**
- **Legal Consultation**

WHO IS ELIGIBLE AND WHEN ARE THEY ELIGIBLE?



- **This benefit begins immediately upon employment**
- **Employees and their household members**
- **We do not turn members away. Our system is flexible and all services may be obtained through calling your EAP number. 800-284-1819**
- **Employees receive a “live” person versus prompts.**

THE NATURE OF THE PROBLEM



- **Depending on the nature of the problem, our EAP clinician may offer a referral to one of our many network providers and community resources**
- **We can also offer additional information about a wide range of resources that may be locally available, including:**
 - Social service agencies and safe houses
 - Community support groups which include 12-step groups
 - Self-help groups
 - Reading materials
 - Crisis hotlines/help lines

IF YOU NEED LONG TERM COUNSELING...



- **Some issues require referral for long term treatment and counseling, residential facilities, or programs. Other household members may receive EAP services, as a support, during this time.**
- **Long term care/programs are outside the EAP benefits and are either an out-of-pocket expense or billed to the insurance**
- **Horizon will assist employees in finding effective, reasonable cost resources**

WORK/LIFE SERVICES

A decorative graphic consisting of a bright green wavy line that spans across the width of the slide. In the center of this line, there is an orange spiral that starts from the line and curls upwards and to the right.

Balancing work and family life can be a very difficult and frustrating task.

Work/Life Services provides that much needed support to manage life's frequent challenges!

WORKLIFE SERVICES



All members have telephonic and web access to services and resources on the following topics:

- **Prenatal Care**
- **Adoption**
- **Child Care**
- **Parenting**
- **Emergency Care**
- **Summer Care/Camps**
- **Special Needs**
- **Colleges and Universities**
- **Grandparents As Parents**
- **Adult Care**
- **Disaster Relief**
- **Personal Services, Pet Care**
- **At Risk/High Risk Adolescents**
- **Primary/Secondary Education**

ONLINE BEHAVIORAL HEALTH HELPS EMPLOYEES IN MANY WAYS



- **Self-Assessment tools**
- **Personal plans/programs**
- **Library of information and educational materials**
- **Health/Wellness information**
- **Travel/Entertainment**

ONLINE BEHAVIORAL HEALTH (CONTINUED)



- **A “Self Search” feature that helps employees locate qualified providers for:**
 - Prenatal care-Adoption-Child Care Referral
 - Elder Care Referral-Substitute Dependent Care
 - Special Needs-Educational Resources and Referrals
 - Financial Planning-Parenting Information
 - Personal Services-Risk Assessments
 - Under “My Benefits” employees may search for any of our EAP providers nation-wide
 - Health Assessments-much much more

EAP WEBSITE



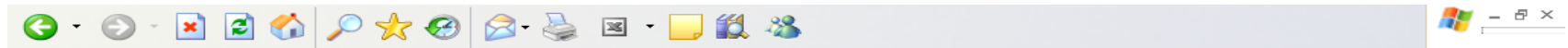
- **Self-assessments, information, and links to other websites for:**
 - Addictions
 - Personal and emotional issues
 - Martial/Relationships
 - Family
 - Legal/Financial
 - Workplace/Career
 - Health and Wellness
 - Personal Growth

Access: www.horizoncarelink.com

Login: poolpact

Password: eap

Horizoncarelink Website



Confidential Access
24 hours a Day
1-866-252-4468

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Welcome... *West Corporation*

Welcome to My Life Values. In today's busy environment, balancing the needs of work, family and friends is one of the most pressing challenges that we face. My Life Values understands those challenges and responds with this powerful, nationwide online information and resource bank that gives you solutions at the click of a mouse.

Let MLV take some of the stress out of planning for everyday issues that distract you from life. Explore MLV's diverse work-life resources. There is something for everyone!

Health Headlines

[Your Guide to Sinusitis Treatment](#)

[more»](#)

[Scoliosis](#)

[more»](#)

[Sickle Cell Anemia](#)

[more»](#)

[Sinusitis: Acute or Chronic?](#)

[more»](#)

[Pain in the Elderly: When Someone You Love Is in Pain](#)

[more»](#)

Messages

This month's free Webinar:

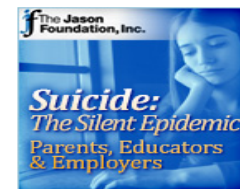
The ABC's of Estate Planning

Join in and learn some basics that everyone needs to know about estate planning.

Wed, Jan 14	1:00 - 1:30 PM EDT
Thu, Jan 15	12:00 - 12:30 PM EDT
Thu, Jan 15	2:00 - 2:30 PM EDT

[How To Register](#)

[Archived Webinars](#)



- ADD and ADHD
- Allergies
- Alternative Medicine
- Alzheimer's Disease
- Arthritis
- Asthma
- Back Pain
- Breast Cancer
- Breast Cancer Treatment
- Cancer
- Caregiving
- Children's Health
- Cholesterol
- Colds
- Colitis
- Colon Cancer
- Congestive Heart Failure
- COPD
- Cosmetic Procedures
- Crohn's Disease
- Dental Health

Protecting Yourself from Identity Theft

Prevent, recognize, and take action if you

LEGAL SERVICES



- **Telephonic Attorney Consultations**

- 30 min. each new issue

- Covered issues: Domestic/Family, Civil, Landlord/Tenant, Criminal, Estate Planning, Immigration, Motor Vehicles

- **Face-to-Face Attorney Consultations**

- 30 min. each new issue

- Covered issues: Same as above

- **After-hour Telephonic Attorney Consultations**

- 30 min. each new issue

- Covered issues: Criminal, Incarceration, DUI

LEGAL SERVICES



- **Subsequent hours with Attorney beyond initial 30 min.**
 - 25% discount off of U&C fees
- **Discounted mediation & alternative dispute resolution services**
- **Access to an online legal library**
- **Do-It-Yourself/Assisted Document Preparation –**
 - 10% discount
 - Examples: Divorce forms, Estate Planning Forms, Immigration Forms, etc.
- **Free Online Will for all eligible dependents**
 - available in all 50 states, except Louisiana
 - Covered wills: Simple wills, Power of Attorneys, Living Wills

LEGAL SERVICES & A WEBSITE LEGAL LIBRARY

- **The Law in Your Life**

- Contracts
- Tax
- Consumer Rights

- **Elder Care**

- Healthcare Directives
- Medicare
- Power of Attorney

- **Immigration**

- Family based
- Employment Based

- **Access Financial**

- Financial goals
- Stocks
- Mutual Funds

- **Small Claims & Consumer Help**

- Auto Repair
- Neighbor/Homeowner problems
- Contracts

- **Family Health Legal Library**

- Credit and debt issues
- Life Care Plans

- **Identity Theft**

- **Information on:**

- Divorce
- Child Support

This is a sampling of the legal articles/tips available on our website

THE ONLINE LEGAL LIBRARY HAS TEMPLATES FOR



- **Living Will**
- **Durable POA**
- **Last Will And Testament**
- **Sample Letter To Insurance Company**
- **Sample Letter To Collection Agency**
- **Sample Letter To Hospital Regarding Disputed Bill**
- **Bill Of Sale**
- **Contract For Home Maintenance**
- **Motor Vehicle Bill Of Sale**
- **Affidavit**
- **Contract With Independent Contractor**
- **Request For Explanation Of Denial Of Credit**
- **Request For Credit Information**
- **Promissory Note**
- **Authorization For Release Of Medical Records**
- **Residential Rental Agreement**
- **Receipt**

Again, just a sample of the legal document templates available on our website for employee use and downloading

LEGAL SERVICES WILL NOT HELP EMPLOYEES



- **Sue their own company**
- **With second opinions if employees are already represented by an attorney in the matter**
- **With workers' compensation claims**

FINANCIAL SERVICES BENEFITS



- **Telephonic Tax Consultations**
 - 30 min. each new issue
- **Telephonic Consultations**
 - 30 min. each new issue
- **Telephonic Tax Levy/Garnishment Resolution**
 - 30 min. each new issue
- **Consumer Credit Counseling – paid by employee**
- **Referrals to Community Services**
- **My Secure Advantage (MSA): Free personal financial coach for 30-days and then a minimal fee thereafter.**

FINANCIAL SERVICES



- **Budgeting**
- **Debt management and bill consolidation**
- **Portfolio Planning**
- **Retirement**
- **College Funding**
- **Buying vs. Leasing**
- **Mortgages/Refinancing**
- **Financial Planning**
- **Tax questions and Tax preparation**
- **IRS Matters**
- **No loans**

IDENTITY THEFT RESOLUTION CONSULTATION SERVICES



- **Free 60-minute telephonic consultation with a Certified Fraud Resolution Specialist per each new issue**
- **Specialist assists employees with ID Theft breaches and identity restoration**
- **Free “Emergency Response Kit” provided upon identity breach (sent by email, mail, or fax)**
- **Counseling on “Preventative Steps” to take to avoid future ID theft losses and damages to employee’s credit score and reputation**

MY SECURE ADVANTAGE (MSA)



- **Unlimited financial coaching for 30-days free**
- **During these 30-days the member can obtain their credit report and score review is performed; set up financial goals for the future and identify a savings plan; explore debt elimination and wealth builder; tax assistance; retirement planning, etc.**
- **The member will have a dedicated coach from beginning to end.**
- **After 30-days, the member may choose to continue the MSA at \$39.95 per month. They will have access to the MSA web site where they can set up their own personal profile and debt management plan; financial goals; financial library & articles available; online self directed classes, etc.**

WE ALSO PROVIDE WORKSHOPS LIKE...



- **Effective Communication Skills**
- **Time Management**
- **Conflict Resolution**
- **Aging Parents**
- **Sexual Harassment**
- **Workplace Violence**
- **Stress Management**
- **Job Burnout**
 - **And we attend health fairs!**