

California's Valued Trust – Employee Assistance Program (EAP) Overview

Each patient must call ValueOptions® prior to receiving services for a referral and authorization. Claims will not pay without an authorization.

- ✓ Up to 6 counseling sessions per covered member, per benefit year (maximum of 2 episodes/courses of treatment). No cost to the member. Face to face or telephonic.
- ✓ 24 hour, 7 days a week access at 877-397-1032 for referrals through ValueOptions®.
- ✓ Confidential Counseling
- ✓ Individual/Family
- ✓ Legal/Financial Solutions
 - Participants and their family members receive a free legal consultation of up to 30 minutes either face-to-face or telephonic. Participants are referred to a professional experienced in general law in their area. If the participant retains the attorney to provide further services, they receive a 25% discount off the attorney's usual hourly rate.
 - Members may also receive a free 30 minute mediation consultation with a mediation professional and can access mediation services at a 25% discount off of the mediator's usual hourly rate.
 - Members are also entitled to a free financial telephonic consultation of up to 30 minutes with a financial expert. Telephonic counseling / consultation is provided for issues including debt problems, retirement planning, family budgeting, and other personal financial issues.
- ✓ WorkLife Services
 - By alleviating stress and time-consuming legwork associated with managing life responsibilities outside of work, work-life resource and referral services enable employees to be more productive. Specialists refer employees to options and provide support, guidance, and informational materials to empower them to make informed choices about child care, elder care and assistance with other daily life issues.
- ✓ Achieve Solutions website - 24 hour EAP access at www.achievesolutions.net/cvt
 - A dynamic online resource with information, tools and other resources on more than 200 topics, including depression, stress, anxiety, alcohol, marriage, grief and loss, child / elder care and work / life balance. Its mission is to help employees and their family members get credible information, access behavioral health services and resolve personal concerns in a convenient, confidential manner.



THE EMPLOYEE ASSISTANCE PROGRAM: MAKING LIFE A LITTLE EASIER

When life's challenges come your way, your employee assistance program (EAP) can help. The EAP provides confidential information, guidance and support to help you reach your personal and professional goals, manage your busy schedule and bounce back from hardships. You and your immediate family members can call any time, 24 hours a day, 7 days a week.

Contact your EAP for confidential counseling and assistance any time!

EAP counselors are licensed, highly trained professionals who are committed to making your life easier. The service is confidential and available at no charge to you.

HOW THE EAP HELPS

What do *you* want to achieve?

The EAP can support you with:

- marriage and relationship issues
- stress management
- financial planning, for example, family budgeting, debt consolidation and saving for retirement
- depression and anxiety
- living with someone who abuses drugs or alcohol
- personal goals such as weight loss and quitting smoking
- finding care for an aging parent
- legal concerns
- conflict resolution at home or on the job
- adjusting to life events such as divorce or the birth of a child
- finding work/life balance
- building fulfilling relationships
- living healthier
- achieving professional goals
- grief and loss
- estate planning

- parenting skills
- learning to be more assertive
- recovering from adversity
- improving your self-esteem
- feelings of loneliness

ONLINE INFORMATION AND RESOURCES

Visit the Achieve Solutions[®] website to locate service providers in your area and to access thousands of articles, videos, audio files and quizzes to help make your life easier. The site is available in English and Spanish.

Site topics include:

- Marriage
- Divorce
- Depression
- Stress
- Managing Emotions
- Substance Abuse Treatment and Recovery
- Parenting
- Working With Others
- Debt and Credit
- Financial Planning

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