

# WHATEVER LIFE THROWS AT YOU - THROW IT OUR WAY.



## Life Assistance Program

**Life.** Just when you think you've got it figured out, along comes a challenge. Whether your needs are big or small, your Life Assistance & Work/Life Support Program is there for you. It can help you and your family find solutions and restore your peace of mind.

### Call us anytime, any day.

We're just a phone call away whenever you need us. At no extra cost to you. An advocate can help you assess your needs and develop a solution. He or she can also direct you to community resources and online tools.

### Visit a specialist.

You have three face-to-face sessions with a behavioral counselor available to you - and your household members. Call us to request a referral.

### Reward yourself.

Access our Healthy Rewards<sup>®</sup>\*\* discount program. You can get discounts on health and wellness products and services.

### Achieve work/life balance.

If you'd like help handling life's demands, call us for extra support. We can refer you to a service in your community. Or provide guidance on topics such as:



**Legal consultation.**\*\* Receive a free 30-minute consultation. And up to a 25% discount on select fees.



**Parenting.** Get guidance on child development, sibling rivalry, separation anxiety and much more.



**Senior care.** Learn how to solve the challenges of caring for an aging loved one.



**Child care.** Whether you need care all day or just after school, find a place that's right for your family.



**Pet care.** From grooming to boarding to veterinary services, find what you need to care for your pet.



**Financial Services & Referral.** Receive a free 30-minute consultation and 25% discount on select fees with network providers.



**Life Assistance Program - 24/7 support**

**800.538.3543**

**[www.cignabehavioral.com/cgi](http://www.cignabehavioral.com/cgi)**

**Together, all the way.<sup>SM</sup>**



\* Some Healthy Rewards programs are not available in all states. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. A discount program is NOT insurance, and you must pay the entire discounted charge.

\*\* Legal consultations and discounts are excluded for employment-related issues.

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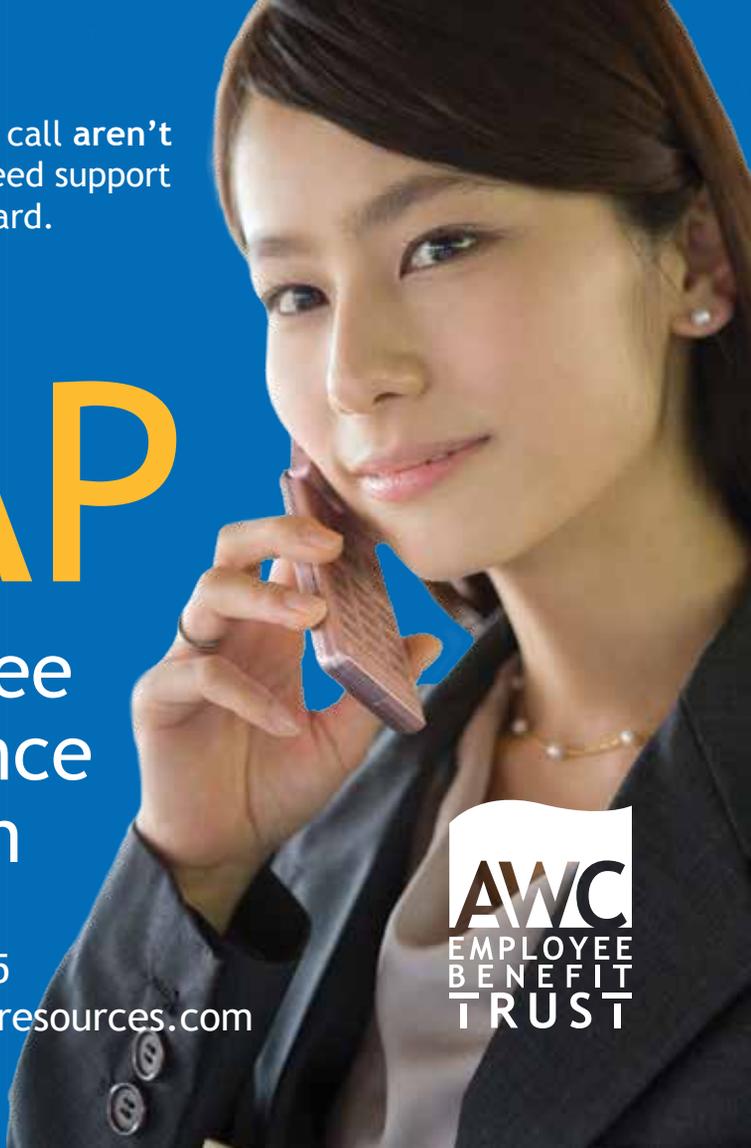
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Most people who call aren't  
in crisis. They need support  
or a sounding board.

Your  
**EAP**

Employee  
Assistance  
Program

1.800.570.9315  
[www.guidanceresources.com](http://www.guidanceresources.com)





## What is an EAP?

Personal problems are a part of everyone's life. Some of these problems become too big to be solved alone and can interfere with job performance or with home life. Asking for help can be the first step toward resolving a problem and a positive way to overcome a negative situation.

## How do I access the EAP?

Using the EAP is easy. You can contact the EAP provider, ComPsych, by calling: 1.800.570.9315. ComPsych Guidance Consultants are available 24 hours a day, 7 days a week, to arrange an appointment with a qualified counselor in your area.

## What type of assistance does my EAP provide?

EAP provides confidential counseling on personal issues, including:

- Relationships
- Substance abuse
- Job pressures
- Grief and loss
- Problems with children
- Stress, anxiety or depression
- Marital conflicts
- Empty-nesting

Call 24 hours a day, 7 days

## Isn't counseling expensive?

Speaking with an EAP Guidance Consultant for assistance about emotional issues and/or to obtain a referral to a professional counselor is free. Depending on which plan your employer has chosen you have three, five or eight free visits (that's per person, per issue) with a counselor. If additional counseling is needed beyond your free visits, you should check with your medical plan to determine what your costs will be.



per week... **1.800.570.9315**

*Getting the help  
you need makes  
life better... for  
you and all the  
people in your life.*



## The EAP can help you with

- Stress/anxiety
- Parenting
- Abuse
- Aging
- Drugs/Alcohol
- Grief
- Marriage
- Workplace issues
- Eldercare
- Depression
- Relationships
- Critical incident debriefing
- Legal services – wills, estate planning, divorce, civil criminal disputes
- Financial services – bankruptcy, credit issues, tenants rights
- And more.

1.800.570.9315

## Does the EAP provide legal assistance?

Yes. Your EAP provides you with access to a consultation with a qualified attorney over the phone free of charge. If you require ongoing legal services, a referral to a local attorney at a discounted rate will be given. Call anytime with legal issues, including:

- Creating/updating your will
- Debt obligations
- Bankruptcy
- Civil lawsuits
- Landlord and tenant issues
- Divorce and family law
- Criminal actions
- Contracts
- Miscellaneous legal questions

## What about financial assistance?

Through the EAP, you have access to financial information. A financial consultation is provided for free. Financial professionals are available to discuss concerns and provide you with the tools and information to address your finances, including:

- Saving for college
- Getting out of debt
- Retirement planning
- Credit card or loan problems
- Tax questions
- Estate planning



## I'm so busy. Does the EAP have any work-life assistance?

Yes. Whether you are a new parent, a caregiver for an elder, sending a child off to college, buying a car, or doing home repairs, you are bound to have questions or need resource referrals. Work-life specialists are available to help you sort out the issues and provide you with the information you need. You'll receive information in areas such as:

- Finding child or elder care
- Entertaining family and friends
- Finding pet care
- Home repair
- Planning for college
- Event/vacation planning
- Purchasing a car

## I prefer online resources. Does the EAP have any online assistance?

Yes. The ComPsych website is full of information to assist you with issues that matter to you. You can find the following resources (and more!) online:

- Elder Care
- Autism
- Legal resources and documents
- Short topical online polls and past poll results
- Consumer & leisure-going green, pets, home & auto, event planning etc.





- Relationships-family, special needs & gifted children, parenting, marriage, etc.
- Work & education-college, managerial assistance, career & personal development etc.
- Informational video & audio clips
- Self-assessment quizzes
- Healthy habits including health & stress reduction tips

Check out these great online resources at: [www.guidanceresources.com](http://www.guidanceresources.com). Choose “first time user”, and under “Your Company/Organization Web ID” type: trusteeap71.

## Who can use the EAP?

The EAP is available to you and your immediate family, including your dependent children and anyone living in your household.

The EAP is a good resource for supervisors, particularly when dealing with difficult or emotional employee situations. Supervisors are encouraged to refer employees to the EAP services when work performance may be affected by personal problems.

**1.800.570.9315**

**Your EAP plan sponsor:**

Association of Washington Cities Employee Benefit Trust  
1076 Franklin Street SE  
Olympia, WA 98501

[awctrust.org](http://awctrust.org)

1.800.562.8981



**Your EAP provider:**

**COMPSYCH<sup>®</sup>**  
— The GuidanceResources Company<sup>®</sup> —

1.800.570.9315

[guidanceresources.com](http://guidanceresources.com)

24hours/7 days