



CARES Connection

A Publication for CARES Members

Volume 3, Issue 3
March 2008

Employee Assistance Program

This newsletter is dedicated to helping you understand and utilize a program that is paid for by your employer and is available for all members of your household. The EAP (Employee Assistance Program) is available 24 hours a day, 7 days a week. It is confidential, free, and appointments are available within two business days. The kinds of problems with which the EAP can help:

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|-----------------------------------|-------------------------------------|
| Legal questions or concerns | Financial Problems |
| Marital or family conflicts | Alcohol or drug problems |
| Childcare or senior care concerns | Stress, emotions, and much more.... |

DID YOU KNOW?

An EAP is a benefit that is paid for by the employer, for employees and their household members. The EAP can help identify and find resources to solve personal problems which, if not resolved, could adversely affect an employee.

Face to Face Counseling

Employees are eligible for 3 sessions with a licensed counselor. This is per issue, not per year. If you require assistance beyond what the EAP provides, you can often continue with the same counselor using your CARES health plan.



Telephonic Consultation

The EAP also provides telephonic consultation with a behavioral health professional in order to answer questions, identify and assess problems, problem solve, discuss and develop a plan of action and/or make a referral to appropriate clinical or community resources. These consultations typically last 20-30 minutes and can be scheduled at a time of day that is most convenient for the caller.



Childcare

Participants may talk to childcare specialists about various aspects of childcare. The EAP will search for referrals in your area and send information in writing. Some of the childcare issues participants call about are:

- * Referrals to daycare centers, nannies and *au pairs*
- * Information on how to choose a childcare provider
- * Adoption
- * Summer Camps
- * Prenatal classes
- * Preschools/nursery schools



Legal Services

Participants are eligible for a free 30-minute telephonic or face-to face consultation, per issue, with a licensed attorney. They then receive a 25% discount on that attorney's fees, if they choose to retain the attorney for services. Some of the issues participants call attorneys about are:

- * Personal injury
- * Wills
- * Financial issues, bankruptcy, tax questions
- * Housing, real estate, landlord/tenant disputes
- * Family law-divorce, custody, child support

Senior Care

Participants may talk to the senior care specialists about many aspects of caring for seniors. They will provide written information and referrals in your area. Some of the senior care issues participants can call about are:

- * Living arrangements, from retirement communities and adult homes to nursing homes
- * Home Care Agencies
- * Support Groups
- * Elder law, durable power of attorney, advance directives



Pet Care

Believe it or not, your EAP can help with finding resources for your pet. The kinds of resources they can help you find are:

- * Pet-sitting or boarding
- * Obedience Training
- * Pet Insurance
- * Veterinarians



EAP benefits also include **Life@Work** (regarding work/life issues), **Financial Resources** (such as debt consolidation, managing credit, and budgets) and **Healthy Rewards** (discounts up to 25% on medical products and services). More information can be obtained online at www.cignabehavioral.com. Your login ID is "CARES."

CARES Connection is a publication of Collegiate Association Resource of the Southwest, Inc. Send your comments, recommendations, or questions to: connection@caresbenefits.org

EAP 1-888-371-1125

The information in CARES Connection is intended to complement the advice of your health care provider and not to replace it. Before making any changes in your medication, diet or exercise, consult with your health care professional.