

24/7 Counseling & Assistance

With the 24/7 Counseling and Assistance Services benefit, you have access to counseling sessions via face-to-face or phone with a local licensed provider and/or a phone counseling session with a Masters-level clinician. You can receive up to 3 sessions per incident per year, **at no cost.**

Online Tools and Information

This interactive website provides self-service solutions including a wide array of life management tools to help members with a variety of personal and/or work related issues in a private and convenient manner, including:

- Research articles
- Wellness articles
- Online trainings
- Monthly webinars

Self-search locators for child, academic adult!



Counseling Services

Counseling sessions are available for issues affecting you and your dependents. You may speak with a professional counselor by phone for initial assessment, and receive a referral to see a local counselor for up to 3 sessions at no cost to you, per issue per year, for topics such as:

- Anxiety & Stress
- Depression
- Grief
- Parenting
- Drug / Alcohol Abuse
- Transition / Relationship Changes:
 - » Individual
 - » Marital
 - » Family

In addition, you have phone and online access to a wide variety of services and resources to assist with life's daily responsibilities. Call our toll-free number to speak with a clinician that will place you with the appropriate contact. This benefit extends to all family members living in your household.

Family Caregiving Services

You can speak to a specialist who will provide referrals and information on a variety of family matters, including:

- Child Care & Parenting:
 - » Prenatal Care
 - » Daycare / Summer Camps
 - » Special Needs
 - » College Preparation
- Elder Care:
 - » Assisted Living
 - » In-home Care
 - » Transportation
 - » Adult Daycare

Legal Services

A 30 minute phone or in-person consultation is available, per issue, to help answer basic legal questions and simplify the process of obtaining legal help. If you choose to retain the attorney, a 25% discount applies to attorney fees. Some common legal concerns include:

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| • Adoption | • Real Estate |
| • Estate Planning | • Criminal Issues |
| • Bankruptcy | • Tenant's Rights |
| • Immigration | • Divorce |
| • Child Custody | • Mediation |

Convenience Services

Program includes complimentary referrals to convenience services which help members make the most of their money and free time, such as:

- Repairs
- Destination Guides
- Moving and Relocation Services
- Dining
- Cleaning Services
- Personal Shopping
- Car and Hotel Reservations
- Gift Recommendations
- Sightseeing Tours

Financial Services

A telephonic consultation with a qualified financial consultant is available, per issue, to assist with a variety of financial concerns such as:

- Bankruptcy Alternatives
- Education Funding
- Budgeting and Cash Flow
- Income Taxes
- Credit Issues
- Mortgages
- Identity Theft
- Retirement Planning

This is not an insurance