EMPLEOEE ORIENTATION TO THE EMPLOYEE ASSISTANCE PROGRAM

Presented by
Cigna Employee Assistance Program
**WHAT IS A CAREGIVER?**

**Definition of caregiver**

- a person who provides direct care (as for children, elderly people, or the chronically ill)

Former First Lady Rosalynn Carter, whose Institute for Caregiving focuses on the support of caregivers, is credited with stating:

“There are four kinds of people in the world – those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need a caregiver.”
By the numbers…

18% of U.S. adults provide some level of unpaid care

24.4 hours/week on average are spent caregiving

60% of caregivers report some impact on work

38% of caregivers report high emotional stress

(AARP Public Policy Institute & National Alliance for Caregiving (NAC), 2015)
WHAT CONTRIBUTES TO CAREGIVER STRESS?

• Financial strain
• Time pressures
• Work can suffer
• Relationships impacted
• Lack of training
• Emotional tasks
CAREGIVER STRESS CAN LEAD TO BURNOUT

Watch for signs

- Always feeling under pressure
- Increasingly irritable
- Constantly tired, even after sleeping
- Regular insomnia or restless sleep
- Emotions on edge, frequent crying
- Drinking, smoking, or eating more
- Refusing to go out “because he/she needs me”

(Helpguide.org, 2018)
Brittle  Stressed  Frustrated  Unsure  Stretched  Unsupported
Guilty  Sad  Resentful  Worried  Overwhelmed  Isolated  Like a failure
Needed  Useful  Humbled  Protective  Gratified  Tender  Proud
Irritated  Confused  Over my head  Exhausted  Scared  Embattled
Grief-stricken  Angry  Forgotten  Drained  Impatient  Trapped

Rewarding and challenging: I feel…
WHAT IS AN EAP?

An EAP is a benefit that is paid for by the company to assist employees and their household members in obtaining help for a wide variety of issues.

These problems may include issues with family, alcohol, drugs, emotions, stress, or legal or financial questions.
TEST YOUR EAP KNOWLEDGE

Your EAP benefit is free. **TRUE**

You can receive a free 30-minute consultation with a lawyer in your area through the EAP. **TRUE**

The EAP can advise you about home refinancing. **TRUE**

There is no cost to you for any EAP services. **TRUE**

and this is 30 minutes per issue **TRUE**

You can receive a free 30-minute consultation with a financial specialist about a wide range of questions, including home refinancing.
BENEFITS OF THE EAP

• 4 Face-to-face sessions, per issue
• Confidential
• Prepaid by your employer
• Unlimited telephonic consultation
• Available 24 hours a day, 7 days a week
• Household benefit
• Work/life support, such as elder care, child care, and pet care
• Financial services
• Legal services

Benefits vary by employer. Please check with your HR for your specific EAP benefits.
BENEFITS OF THE EAP

Face-to-face sessions

• Licensed clinicians in your community
• Prepaid by your employer – no cost to you
• Household benefit
• Confidential
• Phone line open 24/7
• Crisis intervention and support
BENEFITS OF THE EAP

Phone consultations

• 20- to 30-minute consultation phone call with a licensed clinician
• Unlimited number of consultations
• Available to employees, family and household members
• Confidential

Consultants can help you...
-- Get information and answers
-- Explore treatment options
-- Identify resources
-- Make an action plan
WORK/LIFE RESOURCES

- Child care
- Elder care
- Adoption
- Education
- Pet care
- Convenience services

- Legal
- Financial
- Identity theft
- Work/life online support
CHILD CARE CONSULTATION AND REFERRALS

- Preschool programs
- Nursery schools
- Family day care homes
- Child care centers
- In-home care
- Babysitters
- Nanny agencies
- Special needs care
- Sick-child care
- Before- and after-school care
- Back-up and odd-hour care
- Summer school / programs

- Camps
- Special needs camps
- International study programs
- Child development
- Child safety
- Discipline
- Toilet training issues
- Grandparents as parents
- Parenting support groups
- Blended family support
ELDER CARE CONSULTATION AND REFERRALS

- Medicare/Medicaid
- Supplemental insurance
- Home safety
- Rehabilitation programs
- Skilled-nursing facilities
- Adult day care
- Transportation services
- Hospice
- Home health agencies and nursing programs
- Grief support
- Caregiver support resources
- Home medical equipment

- Senior centers
- Retirement communities
- Independent and/or assisted living centers
- Geriatric case management programs and services
- Alzheimer’s support
- Food and other visitation/assistance programs (Meals-on-Wheels)
- Chore/companion services
- Volunteer organizations
- Community services
- Elder law attorneys
- End-of-life resources
ADOPTION CONSULTATION AND REFERRALS

- Adoption agencies
- Adoption attorneys
- Adoption advocacy groups
- State adoption specialists
- International adoption
- Adoption subsidies
- Non-traditional adoptions
- Stepparent adoption
- Kinship care resources
- Foster care resources
- Location services for finding birth parents and siblings
- Infertility resources (clinics, counseling)
EDUCATION CONSULTATION AND REFERRALS

- Early learning programs, preschools
- Public and private schools
- Special needs education
- Alternative schools
- School district profiles and report cards
- Home schooling resources
- Tutors
- At-risk youth resources
- “Boot camps,” military schools

- Non-college options
- Internship resources
- 2- and 4-year colleges
- Graduate schools
- Community colleges
- Continuing education
- Elder hostels
- Admissions testing
- Financial aid
- Career development
- Career counseling and testing
PET CARE RESOURCES

- Pet-sitters
- Veterinarians
- Pet obedience training
- Boarding/kennel services
- Pet supplies
CONVENIENCE SERVICES

• Home management
• Recreation and leisure
• Event planning
• Travel
LEGAL CONSULTATIONS

- Free 30-minute consultation
- Criminal law
- General/civil law
- Domestic/family law
- Elder law
- Real estate law
- Tax and IRS matters
- Motor vehicle law
- Tax preparation

This service is not available for consultations about employment law.
FINANCIAL CONSULTATIONS

- Free 30-minute consultation with a financial specialist
- Credit management
- Debt counseling
- How to reduce living expenses
- Budgeting techniques
- Restoring credit
- 401(k) investing

- Home refinancing
- Flexible spending accounts
- Student loan consolidation, default, and payment options
- Tax planning and preparation with a 25% discount
- Retirement planning strategies
- Divorce planning
Free 60 minute consultation with an identity theft/fraud resolution specialist, which includes the following:

- Educational materials
- How to notify authorities, credit reporting agencies, and creditors
- An “Emergency Response Kit” shows how to report fraud and restore your credit rating
- Forms and letter templates for reporting and itemizing fraudulent occurrences
- How to take future protective measures
HOW TO ACCESS WORK/LIFE RESOURCES ONLINE

Go to myCigna.com

- First-time visitors complete a one-time registration
- If already registered on myCigna, just log in
- Click on “Coverage”
- Click on “Employee Assistance Program (EAP)”
- Click “See Work/Life Resources” in the “Home Life Referrals” box or the “Job and Career Support” box.
Employee Assistance Program (EAP)

Coverage period: 05/01/2019 - 04/30/2020  Coverage is active for: Anyone who shares the subscriber's address, including a nanny, parent, or in-law.

Real support for real life. Confidential and no cost to you.

Your home and work life impacts your health. Cigna’s EAP provides access to work/life resources, and licensed clinicians to help you cope with a wide variety of concerns, from family and financial issues to substance use, emotional health, and stress. Learn more about confidentiality and cost

Emotional Health and Family Support
Learn how to manage stress, address depression and anxiety, cope with illness, and adjust to life challenges. Also, get help with marriage and relationship issues.

- Chat with us. Use the bubble on the bottom right of the screen.
- Schedule a call with an EAP consultant
- Visit an EAP counselor

Home Life Referrals
Request referrals for child care, eldercare, adoption, pet care, home repairs, and more. Address parenting questions.

- Chat with us. Use the bubble on the bottom right of the screen.

Financial and Legal Assistance
Calls with financial consultants on debt, budget, identity theft, retirement, etc. Get a no-cost 1-hour, per legal issue, with a network attorney. (Employment-related matters excluded.)

- Chat with us. Use the bubble on the bottom right of the screen.

Job and Career Support
Discuss career growth, and get tips for managing workplace stress and change, and other issues.

- Chat with us. Use the bubble on the bottom right of the screen.
- Schedule a call with an EAP consultant
- Visit an EAP counselor

Anyone in your household can use EAP services. Get them connected now
Along with Work/Life Resources, you’ll find many other EAP services and resources at myCigna.com

- Schedule a phone call with an EAP consultant
- Live chat with an EAP consultant
- Get an authorization to visit a licensed EAP counselor
- Find a licensed EAP counselor near you
- Interactive self-assessment tools
- Cigna EAP National Wellness Seminars
Vanessa called from work for an urgent call with a Telephone EAP Consultant. She was overwhelmed and couldn’t imagine being able to continue at work for the day.

She was quite upset as her mother abruptly decided she could not be the “granny nanny” as planned – right after Vanessa had returned to work.

The EAP consultant listened and also acknowledged the struggles of return-to-work, adjustment to a new baby with both parents working full-time and the recent post-partum depression.

Vanessa and the EAP consultant worked on:

1. Next step plans for a future talk with her mother to address her frustration in a productive way
2. Resource referral assistance for emergency child care search

Immediacy of EAP consultation by phone led to a calmer employee and workable next steps.

Concerns:
RECENTLY TREATED FOR POSTPARTUM DEPRESSION FOLLOWING BIRTH OF FIRST CHILD
RETURN-TO-WORK DISRUPTION CAUSED BY UNEXPECTED CHANGE IN CHILD CARE COVERAGE

This is an example used for illustrative purposes only and is based on an actual customer experience. Certain circumstances have been changed to protect privacy. Individual customer results will vary.

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**Tom and Anna**

Health concerns for Tom:

STAGE IV PROSTATE CANCER WITH METASTASIS TO THE BONE
TREATMENT PLAN:
3RD LINE OF CHEMOTHERAPY; SCOOTER FOR MOBILITY; OUTPATIENT COUNSELING

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**Focus on Anna:**
Primary caregiver while working full-time.

Adult daughters out of state/unable to help.

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<tbody>
<tr>
<td>1</td>
<td>Tom actively engaged with Cigna oncology case manager. Wife, Anna, participated in joint calls and denied any concerns when asked.</td>
<td>2</td>
<td>Onsite health care advocate meets Anna at work site event and uncovers caregiver stress. Anna’s consent obtained to involve the case manager.</td>
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<td>3</td>
<td>Cigna oncology case manager outreaches Anna to discuss her concerns and, with her agreement, warm transfer to EAP.</td>
<td>4</td>
<td>Anna assisted in addressing her needs:</td>
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- 1:1 EAP counseling
- Home health care resources in place during Anna’s work day.
- Periodic outreach calls from oncology case manager

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**EAP integration:** Patient engagement led to caregiver intervention and support
Personal Guides designed to meet **customer needs.**

**Access to a virtual team of personal guides**

- Address customers’ need
- Engage other specialists as needed
- Anticipate future needs
- Help employees control their health and health spending – by app, web, chat or phone

**Cigna One Guide**

Available 24/7/365

**Specialists**

- PHARMACY SPECIALISTS
- CASE MANAGERS
- MEDICAL, CDHP/RX
- BEHAVIORAL SPECIALISTS
- COACHES
- SOCIAL WORKERS
- CLICK-TO-CHAT

“**You don’t have to know what you need! Just call Cigna One Guide and they will guide the way!”**
Offering healthy actions for everyone.

Luis
43 years old*
Recently diagnosed with diabetes

Called Cigna One Guide® to find in-network endocrinologist in his area. Personal guide walked him through his Next Best Actions:

• Clinical coaching opportunity for diabetes
• Discusses incentive for participating in coaching
• Addresses question about his bill
• Offers to call doctors office to resolve coding discrepancy
• Educates him on chronic condition coaching
• Warm-transfers Luis to health coach

*Example for illustrative purposes only. Not an actual customer experience.
Offering healthy actions for everyone.

Luis

Call with clinical health coach who walked him through his Next Best Actions:

• Informs Luis of diabetes resources and signs to watch for
• Reviews medications and less expensive options
• Sets goal of eating healthier
• Promotes how the myCigna® App can offer critical services at any time
• Reviews behavioral needs and refers Luis to Employee Assistance Program for stress management
• Informs Luis that the billing issue is resolved
• Provides Health Information Line number to talk to a live clinician 24/7
• Schedules another call

*Example for illustrative purposes only. Not an actual customer experience.

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WHEN YOU NEED SUPPORT.

CASE MANAGEMENT, SPECIALTY COACHING & SUPPORT SERVICES

• Chronic Condition Coaching
• Oncology
• Transplant
• Parents and families
• Substance use
• Opioid and pain management
• Autism
• Eating disorders
• Intensive behavioral case management

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EAP & CIGNA BEHAVIORAL INTEGRATED

EASE OF ACCESS

Our EAP network of health care professionals is a subset of our Mental Health/Substance Abuse Behavioral provider network through the Cigna Open Access Plus network, guaranteeing care continuity of behavioral services when needed for participants.

Just call One Guide or visit myCigna.com and experience a seamless transition from the EAP into your Behavioral benefits offered through your health plan.
VIRTUAL CARE BREAKS DOWN THE WALLS.

**EASY ACCESS**

Whenever – 24/7/365, including holidays and weekends for medical. Appointments scheduled in minutes for behavioral care.

Wherever – at home, at work or on-the-go.

However – via video or phone.

Whomever – adult and pediatric care for medical. Adults 18+ for behavioral.

Whichever – care for minor medical conditions and behavioral/mental health needs.

**QUALITY**

Board-certified doctors, pediatricians and licensed therapists and psychiatrists.

**COST EFFECTIVE**

Medical virtual care is $55 or less, depending on plan.*

Behavioral virtual care** is $99 or less for therapy and $250 or less for psychiatry.***

**CONVENIENT**

Prescriptions sent directly to a local pharmacy, if appropriate.

*Provided by MDLIVE and Amwell. **Provided by MDLIVE. ***Costs vary based on plan design and subject to mental health parity.

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CONDITIONS TREATED BY LICENSED AND CERTIFIED PROVIDERS.

MEDICAL VIRTUAL CARE
- Acne
- Allergies
- Asthma
- Bronchitis
- Cold and flu
- Constipation
- Diarrhea
- Earaches
- Fever
- Headaches
- Infections
- Insect bites
- Joint aches
- Nausea
- Pink eye
- Rashes
- Respiratory infections
- Shingles
- Sinus infections
- Skin infections
- Sore throats
- Urinary tract infections

BEHAVIORAL VIRTUAL CARE
- Addictions
- Bipolar disorders
- Child/adolescent issues
- Depression
- Eating disorders
- Grief/loss
- Life changes
- Men’s issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma/PTSD
- Women’s issues
EAP NATIONAL WELLNESS SEMINARS

• Webcasts offered regularly throughout the year
• Registration available online
• Wide range of topics covered:
  - Workplace issues
  - Family matters
  - Personal development
  - Managing stress
  - Handling emotional challenges
  - Health and wellness

myCigna.com or cigna.com/eapwebcasts
Discounts on services/supplies for:
- Weight management and nutrition
- Fitness
- Mind/body
- Vision and hearing care
- Alternative medicine
- Wellness & healthy products

myCigna.com
Visit www.cigna.com and click on “Individuals and Families” and then “Health and Wellness”

- Public website
- No registration or log in
- Many helpful resources to manage health and well-being
- Available to anyone
WHEN YOU CALL

You call EAP

Personal Advocate helps you access appropriate service

- Face-to-face visit
- Informational services
- Telephonic support

Benefits vary by employer. Please check with your HR for your specific EAP benefits.
Your EAP

• Easy to access
• Call for any kind of issue or concern
• We are here for you 24/7/365
• It is confidential
• There is no cost to you

This helpful benefit is being provided by your employer. We hope you will take advantage of these services and tell your household members about them.
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