

Your EAP Service Summary



The BCBSGa Employee Assistance Program (EAP) provides solutions to help you balance work and life through confidential and easily accessible services. The EAP puts convenient resources within your reach, and that helps you – and your household members – stay healthy. EAP services include:

- **Face-to-Face Counseling** – The EAP can put you in touch with a licensed counselor for FOUR face-to-face visits. You and your household members are eligible for up to four visits for each personal situation, as needed. If more sessions are required you will be referred to your health insurance company for potential health benefits or to community resources for ongoing care.
- **Legal Services** – The EAP offers access to a free legal consultation that may last for up to 30 minutes. Simply call the EAP to request legal services on virtually any issue, including matters related to criminal, civil, estate issues, and more. If assistance is needed beyond the initial consultation you are eligible for a preferred discount rate of 25% off the attorney's normal hourly fee. Legal forms and information are also available on the EAP website. *Please not matters involving disputes between members and their employer are specifically excluded from eligibility of this program.*
- **Financial Services** – The EAP offers access to a free telephonic financial consultation on topics that are important to you including bankruptcy, budgeting, taxes, estate planning, home purchases, and more. The consultation sessions have no time limitations and are available without appointment during regular business hours and by appointment at nights and weekends. Financial calculators and tools are available on the EAP website as well.
- **ID Recovery** – Specialists are available 24/7 to assess your risk level and then identify steps to resolve potential identity theft. All services are provided to you free of charge. This may included completing any necessary paperwork, reporting to the consumer credit agencies, and negotiating with creditors to repair debt history. Our specialists will work with you to report your financial identity to its pre-theft status.
- **Tobacco Cessation (Online and Coaching)**
 - **Online Program:** The EAP offers a free 10 session, online training program which will help you learn how to break the tobacco habit. The program focuses on the root emotional and physical causes of using tobacco.
 - **Telephonic Coaching:** Tobacco cessation coaching is a free service provided via telephone or through instant message on the EAP website. The tobacco cessation Coach will help you address the triggers of your tobacco use and how to overcome them. In addition the coach will address issues related to weight management and fitness.
- **Child and Elder Care Resources and Information** – You and your household members can get information on child and elder care resources such as day care, in-home services, adult day care, support groups and more by contacting the EAP. Referrals are available through the Assisted Search feature on the EAP website. With your plan you may call the EAP and speak with a consultant directly regarding our child and elder care needs.
- **EAP website** – www.BCBSGa.com/YourEAP provides access to a variety of resources to help you balance the demands of home and work. Log on to the web for articles, guides, interactive tools, self assessments, financial/legal resources, and more, all focused on helping you achieve your best.

EAP toll free number: 1-800-865-1044

You can also visit our website at:

www.BCBSGa.com/YourEAP

Log in: Douglas County