

Employee Assistance Program and Behavioral Health Services

Problem Solving At Your Fingertips. With today's to-do lists, it seems more difficult than ever to juggle the demands of work and family while managing a household, caring for loved ones and maintaining good health. Who has time to get everything done? Or deal with personal problems when they come up? Now you do!

How *LifeSolutions* Works

LifeSolutions saves time and reduces stress by finding the services, referrals and support you need to improve life at home and at work. One toll-free phone call is all it takes to reach a Life Resource Counselor, an experienced professional who connects you with the services you want and whom you can call on as often as you like. Your Life Resource Counselor does the legwork to keep life running smoothly so you have more time to focus on the things that matter most to you.

One Resource, Many Services

With *LifeSolutions*, you'll find the information, resources and referrals you need all in one place.

- **Expert Assessment and Counseling** — professional counselors are available to provide an objective viewpoint and expert guidance on all kinds of issues. Anxiety about credit card debt. Stress about a teenage child's poor school performance. Tension with a partner.

The list is limitless. You can have on-the-spot advice over the phone or a referral to work with a counselor face-to-face for a limited number of EAP visits. Behavioral health benefits for medical plan participants provide more extensive coverage.

- **Mental Health and Substance Abuse** — confidential support and treatment for mental health and substance abuse concerns such as emotional problems or alcohol or drug dependency. The behavioral health benefit (for medical plan participants) provides all levels of care, including inpatient, residential, and outpatient treatment; acute rehab; counseling; and family, marital, and group therapy. Follow-up services help to ensure a successful recovery.
- **Child/Parenting Support Services** — extensive services for families and children up to age 18, such as information and answers to all kinds of parenting questions, plus resources for daycare, summer camps, adoption, sick-child care, and more.

live and work well



Call anytime for help with the demands of everyday life.

UNITED
BEHAVIORAL HEALTH

1-800-363-7190

1-866-216-9926 TDD/TTY

or log on to

www.liveandworkwell.com

access code: US Airways

- **Adult/Elder Support Services** — resources for people who are aging or caring for adult and elder dependents, including caregiving and housing options, chronic illness support, transportation and meal services, and senior activity groups.
- **Legal Assistance** — advice for landlord/tenant issues, personal injury, bankruptcy and other concerns. Mediation services are also available.
- **Financial Services** — up to 60 minutes of no-cost phone consultations per financial issue with credentialed financial professionals from a variety of specialties.
- **Convenience Services** — need a plumber? Looking for someone to service your car? Want to take your spouse somewhere different Saturday night? Save time by letting a Specialist find what you need.
- **Life Learning** — educational resources for all ages and abilities, including help with locating and evaluating schools, finding classes for special-needs children, and arranging tutoring services.
- **Chronic Condition Support** — valuable information and support services for employees and dependents who have a chronic condition like diabetes, arthritis, or asthma.
- **liveandworkwell.com** — wellness articles, self-assessment tests, financial calculators, preventive health programs, medication information, smoking cessation support, and much more.

Any Questions?

Q: Are these services confidential?

A: Yes, protecting your privacy is top priority. All records — including personal information, referrals and evaluations — are kept confidential in accordance with federal and state laws.

Q: How much does *LifeSolutions* cost?

A: *LifeSolutions* offers access to expert consultants, research and referral services, and professional counseling at no cost to you. You pay only for the services you decide to use as a result of a referral we provide (e.g., childcare, adult education class, etc.). Discounted services for legal advice are also available. Your in-person counseling sessions under the EAP benefit are free up to a maximum of four visits for you and each household member per year. After that, if you use your behavioral health benefits (for medical plan participants and eligible family members) you will pay applicable copays, deductibles or co-insurance depending upon the plan you are in.

Q: Who provides *LifeSolutions*?

A: United Behavioral Health — the leader in behavioral health and wellness services. The company designs and delivers programs, like *LifeSolutions*, to help people live and work well. Services are provided through a large network of resources, licensed providers, and facilities to ensure you get personalized, proactive solutions for your specific needs.

Invest in Yourself

Call or click anytime for confidential help in navigating life's everyday challenges.