

BENEFIT OVERVIEW

What is an EAP?

An Employee Assistance Program or EAP, is a confidential, short-term counseling service for employees with personal problems that affect their work performance.

What is your EAP?

Aetna Resources For Living Employee Assistance Program is a **Kent County Levy Court** sponsored benefit designed to improve the personal and professional lives of you and your family. It offers quick, easy access to professional behavioral health care and substance abuse services at no cost to you. The services provided by Aetna Resources For Living Employee Assistance Program are completely confidential.

Aetna Resources For Living Employee Assistance Program offers you tools to help balance your professional and personal issues. EAP counselors are available to address marriage and family concerns, alcohol and drug abuse, parenting issues, stress management, anxiety and depression, bereavement, and work-related issues, as well as all other behavioral health concerns. The EAP offers you assistance to help you address and resolve your personal concerns so that when you're at work, you can focus on your professional goals.

What types of services does Aetna Resources For Living EAP offer?

Your EAP benefit includes:

24-Hour Toll-Free Hotline: Counselors are available to you and your family 24 hours a day, 7 days a week by calling your toll-free number: 1-800-492-4357.

Free Evaluation: Aetna Resources For Living EAP counselors offer telephonic support and are also available to make referrals for face-to-face counseling sessions from our network of mental health providers, all at no cost to you.

Qualified Counselors: All Aetna Resources For Living Employee Assistance Program counselors are qualified mental health professionals.

Local Availability: If face-to-face counseling is needed, the counselor will refer you to the most appropriate provider meeting your criteria, such as proximity to your location, convenient office hours, and available appointments.

What part of my EAP services are on-line?

Aetna Resources For Living EAP services on-line, www.mylifevalues.com, contains a full collection of information tools and resources to support emotional well-being, including hundreds of tip sheets, articles, and resource guides.

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Referral for On-going Assistance: Need further help? For many people, the telephonic or face-to-face sessions are sufficient to address your concerns. But if you and your provider determine that you need more care or additional services, you won't be left on your own. The provider will assist you in locating the appropriate resources in your area or in connecting with your health insurance benefit.

Who is eligible to use the EAP?

You and your dependents, including your spouse, children, and household members and adult children under age 26, whether they live at home or not are eligible to use the Aetna Resources For Living EAP.

What happens when you call the EAP?

Your toll-free number is: 1-800-492-4357, one of our counselors will take an assessment with you over the phone to determine what services will best assist you.

Is it confidential?

Seeking help from the Aetna Resources For Living EAP is between you and the counselor or provider. No information may be shared with anyone else unless you give the counselor or provider written permission to do so. **Kent County Levy Court** supports the Aetna Resources For Living EAP policy of complete confidentiality.

How do I access the EAP on-line?

1. Access our Web site at: www.mylifevalues.com
2. Log in using: USERNAME: Kent County (case sensitive)
PASSWORD: 8004924357

Your Online Services Menu will appear. Choose the menu item of interest and enjoy!

For help with personal or workplace issues, call your access phone number or check your website. These confidential services are available 24/7 to you, your eligible household members and adult children under age 26, whether they live at home or not.

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