

Employee Assistance Program

To speak with an EAP professional or to schedule an appointment, please call:
800.765.0770



Being healthy goes beyond physical exercise and eating right. Emotional wellness, strong personal relationships, and positive attitudes are important building blocks of health that need to be maintained. Yet, at times, we may feel unable to resolve all the decisions, personal problems, family issues or career difficulties we face. In such times, it's a relief to have someplace to turn.

The Employee Assistance Program (EAP) from APS Healthcare fills this need. This program provides professional support services designed to help people cope with a variety of personal and career-related issues. EAP services are easily accessible, confidential and available 24 hours a day at no out-of-pocket cost.

The goal of our EAP is to help people lead healthier lives.

We are available when you need us, whether it's 3 p.m. or 2 a.m. Call us anytime.



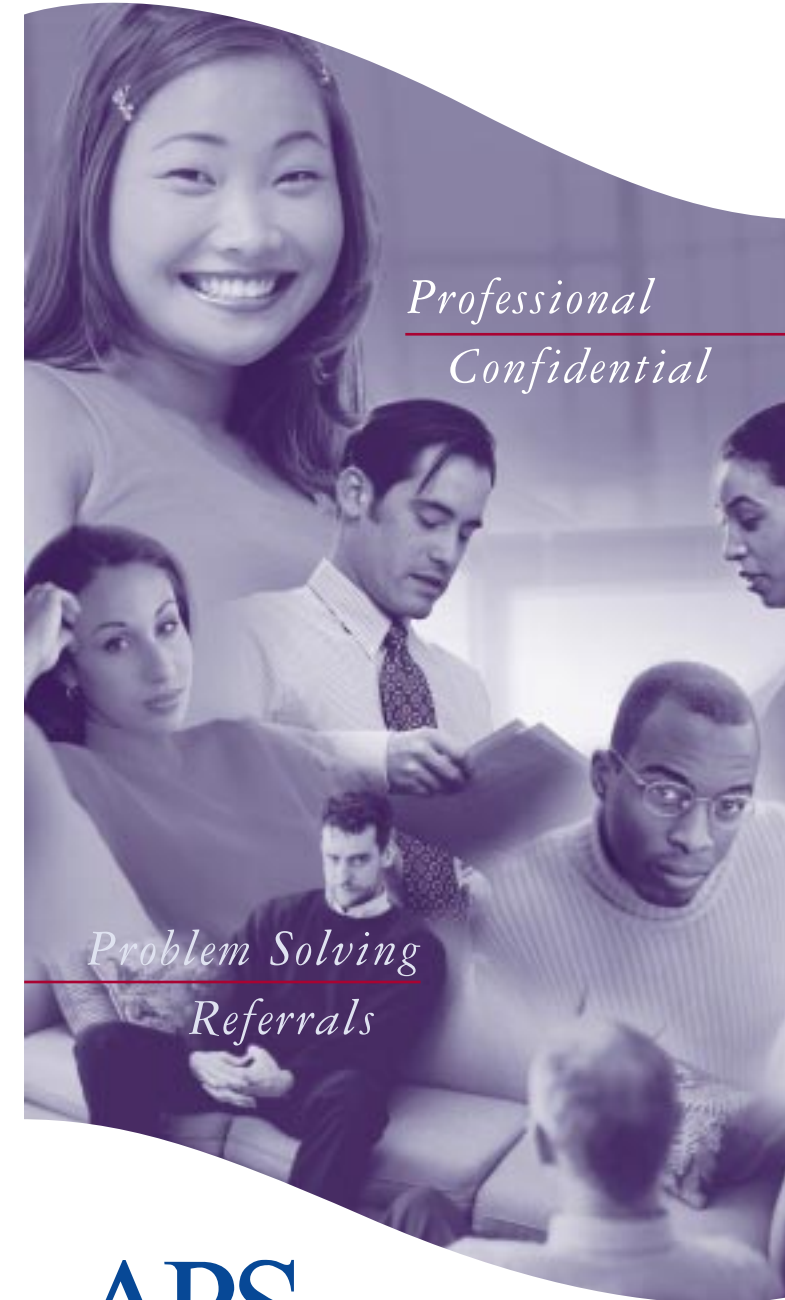
Call for confidential assistance with personal or work issues.

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800.765.0770

EAP services are available 24 hours a day, seven days a week. Call us anytime.

Employee Assistance Program



Helping people lead healthier lives



A healthy mind and outlook can be as vital to physical health as exercise.

Your Employee Assistance Program.

Your Employee Assistance Program provides short-term, confidential counseling for you and your family at no out-of-pocket expense to you. APS Healthcare provides counseling services in collaboration with your employer or health insurer.

- Professional, confidential counseling for you, your household members, and your dependents at no out-of-pocket cost
- Prompt, convenient and accessible counseling
- Referral to community programs or services provided by your health plan benefit, if necessary
- Toll-free, 24-hour service number

Who can use the EAP?

Employee Assistance Program services are available to you, your household members, and your dependent children. The decision to use your EAP benefit is voluntary and confidential. To schedule an appointment with an EAP professional, simply call the number listed in this brochure.

What does our EAP offer?

APS Healthcare EAP professionals are experienced, caring individuals who hold master or doctoral degrees in counseling or a related field. All APS Healthcare EAP

professionals are certified or licensed by the appropriate state agency.

EAP services are provided for a wide range of issues such as:

- Stress/Anxiety
- Parenting
- Aging
- Grief
- Finances
- Depression
- Relationships
- Child/Elder Care
- Workplace
- Abuse
- Alcohol/Drugs
- Marriage
- Legal
- Family

Many problems can be addressed directly with your EAP professional, but some may require referral to other resources. Your EAP professional will research the most appropriate and affordable resources to help meet your needs.

Is there a cost for EAP services?

EAP services are available at no cost to you, your dependents, and your household members. There may be times when additional services are needed that could involve out-of-pocket costs, depending on your health plan benefit.

Confidentiality – the cornerstone of our EAP.

Confidentiality is essential. All discussions between you and your EAP professional are confidential. EAP professionals carefully follow federal laws and regulations regarding confidentiality. Information regarding your contact with the EAP cannot be released without your written consent, except in the following situations:

- by court order;
- imminent threat of harm to self or others;
- or in situations of abuse (such as child or elder abuse).

Financial and Legal Services.

Family problems and daily living issues often include financial or legal components which only add to the level of stress and anxiety. APS Healthcare can help. We provide a wide variety of financial and legal consulting services.

Through your EAP, you can be connected to professionals who will discuss your concerns and provide suggestions.

APS Healthcare can help with a wide range of issues,* including:

- Bankruptcy
- Child Custody
- Civil/Criminal Disputes
- Credit Issues
- Divorce
- Estate Planning
- Immigration
- Mortgage Issues
- Retirement Planning
- Taxes
- Tenant's Rights
- Wills
- And More

* Exclusion: Employer Related Issues

Child and Elder Care Services.

When caring for children or elders, questions often arise. Your EAP professional can help you get answers. Our work life consultants work with you to identify your needs, provide consultation, and give you resources and educational materials to help you evaluate and select the most appropriate resource for you. Below, is a partial listing of the consultation services your EAP provides.

For Child Care:

- Parenting
- Finding Day Care
- Evaluating Nanny Services
- Local Kids' Programs
- Tutoring Resources
- College Selection Information
- And More

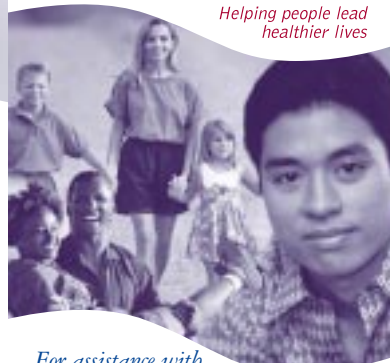
For Elder Care:

- Retirement Planning
- Aging Issues
- Medicare and Medicaid Information
- Evaluating Long-Term Care Options
- And More

Most people who call aren't in crisis. They need support or a sounding board.



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