

Aetna Resources For LivingSM

Employee Assistance Program (EAP) and Worklife Services for County of El Paso

To access services, simply call 1-888-238-6232
or visit us online at www.mylifevalues.com
Username: **epcounty** / Password: **eap**



Aetna Resources For Living services are available to you, all members of your household and your adult children up to the age of 26, regardless of your medical insurance coverage. Services are confidential and are available 24 hours a day, 7 days a week.

Counseling and Relationship Support

- Unlimited, toll-free telephonic access to EAP dedicated staff, 24 hours per day
- Telephonic access to licensed behavioral health professionals
- Support, consultation and resources for stress, family relationship issues, anger management, substance abuse, and helping you balance work and home life
- Direct access to a full range of Web-based tools and resources, such as easy-to-find information, self-assessments and more, on a variety of relevant topics
- 8 face to face counseling sessions, with licensed network professionals, at no cost to you; i.e., no copays or deductibles

Worklife Balance

- Consultation, information, and assistance with locating resources that families need, such as:
 - Child care
 - Parenting
 - Special needs
 - Urgent/daily living needs
 - Summer care
 - Convenience/personal services
 - Pet care
 - Elder care
 - Caregiver support
 - Care for people with disabilities
 - Adoption
 - Temporary back-up care
 - School/college planning
 - Consumer information
- On-line Discounts on brand-name products and services, including categories such as computers & electronics, theme parks, movie tickets, local attractions, travel, gifts, apparel, child and elder care, flowers, jewelry, fitness centers and more
- Care Kits related to child care, prenatal or adult care
- Identity Theft Services--One hour telephonic fraud resolution consultation as well as coaching and direction on prevention and restoring credit for victims of ID Theft, and a free Identity Theft Emergency Response Kit for victims of ID Theft

Legal Services

- 1/2 hour free consultation with a participating attorney for an unlimited number of new legal topics (each plan year) related to:
 - General law (excluding employment law)
 - Special Needs, including emergency matters
 - Mediation Services
 - Document preparation
- A discount of 25% off the hourly rate charged by the participating attorney for any legal services not covered and/or beyond the 1/2 hour initial consultations referenced above
- All services must be for legal matters related to the employee and eligible household members

Financial Services

- 1/2 hour free consultation on an unlimited number of new financial counseling topics each plan year
- Topics include Budgeting, Credit, Debt, Retirement, College Funding, Buying vs. Leasing, Mortgages/Refinancing, Financial Planning, Tax Questions & Preparation, IRS Matters, Tax Levies & Garnishments, Consumer Credit Counseling, Community Services
- A discount of 25% off the tax preparation services
- All services must be for financial matters related to the employee and eligible household members

Aetna Resources For LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies. The EAP is administered by Aetna Behavioral Health, LLC, Aetna Health of California, Inc. and Aetna Health and Human Resources Company, Inc.

This material is for informational purposes only. All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected child, spousal or elder abuse, or abuse to people with disabilities). Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not.

Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com