

Employee Assistance Program (EAP) - Resources for Living

General Information

Employee Assistance Programs (EAP) are employee benefit programs offered by businesses and organizations to help employees deal with personal and work-related issues that may have a negative impact on their work performance, health, and general well-being. These initiatives usually include an initial professional assessment of the issue, immediate counseling, and referral to long-term counseling (if needed) for employees and their families.

The EAP program is designed to be used as needed, and in conjunction with the existing avenues of support, Reliant staff receive through their churches, communities, and leadership. Here are some examples of the additional support an EAP could provide:

1. **Short-term counseling for mental/emotional health issues.** The Aetna EAP program offers six free counseling sessions, per issue, per year, for each family member. Reliant staff will have a designated toll-free phone number for an initial assessment from a licensed professional. They will then be paired with a counselor whose credentials best align with the caller's problem and preferences. Those who call the EAP can request a counselor based on gender, area of expertise, and Christian beliefs. The Aetna EAP has over 5,000 Christian counselors within their nationwide network.
2. **Daily life assistance and referrals.** The Aetna EAP also provides Reliant staff access to services for dealing with the daily difficulties of life. This service provides free 30-minute consultations with professionals specializing in financial and legal problems, including identity theft, among other things. The EAP also assists callers in finding referrals for dealing with typical family needs, such as childcare, eldercare, and educational resources.
3. **Education and information.** The Aetna EAP provides the Resources for Living website that contains articles, information, and tools to assist Reliant staff to learn more about mental/emotional health and work/life balance.

Eligibility

The Aetna Resources for Living Employee Assistance Program (EAP) is available to all Reliant employees serving in the United States.

*For International staff covered under the Aetna medical plan - see Aetna International EAP for details on your Aetna International EAP Plan.



Reliant encourages all staff to proactively attend to their physical, mental, and emotional health as we work within our God-given assignment to advance God's kingdom. *The Aetna member website is designed to serve various industries with varying worldviews. Many of its vendors share our perspective. Thus, they welcome requests for consideration of specific needs and values. As with all information provided by outside vendors, we encourage employees and field workers to use biblical discernment and filter all information through the truth of God's word as found in the scriptures.*

Contacting Aetna's EAP Plan

Phone Number

1-888-238-6232, TTY: 711

Aetna's call center is available 24 hours a day, seven days a week, 365 days a year.

Aetna EAP Member Website

<https://www.resourcesforliving.com/login>

Username: Reliant

Password: EAP

- Employees can log in to Aetna's secure member website to find a counselor or access other services the EAP offers.

Covered Services

Short-Term Counseling

Employees referred for counseling will receive structured telephonic, face-to-face, or online support. A case manager oversees the process of matching the employee with a counselor who has the appropriate experience and specialization. The employee then works with the counselor to schedule each session.

Once connected to a counselor, sessions last up to 50 minutes. The Aetna plan covers six counseling sessions per issue, per year, per enrolled member (or family member).

Aetna can connect employees to Christian counselors based on the employee's preferences.

Types of counseling services provided include:

- Marital/Family stress
- Child care and behavioral concerns
- Social adaptation needs
- Alcohol/Substance Abuse
- Work/Life Balance
- Depression
- Crisis response - catastrophic accident, employee death(s), natural disaster, violent attack

Work-Life Support Services (Legal, Financial, etc.)

This service is very broad and covers a variety of needs members may be facing. By contacting Aetna's EAP, you can explain your needs to someone on the phone. Aetna will do the leg work for you to find trusted service providers or put you in touch with recommended third-party experts.

Types of potential services include:

- Assistance with finding childcare providers
- Assistance finding elderly parent care providers
- Legal Services
- Financial Services
- Travel arrangement services

Healthy Lifestyle Support Services

Aetna offers support services to help members build a healthier lifestyle in the following areas:

- Fitness
- Tobacco cessation
- Weight management
- Stress management
- Self-care

Manager Assistance Services

Management Assistance Services Direct Line 1-800-243-5240

Do you have a local or international team to manage? Do you need development coaching to help you manage the everyday challenges of management? Managers call in with their requests and receive a return call within two business hours.

An expert will work with you to develop a schedule of practical support. This could take the form of training, coaching, emotional support, or education around one or more of the following:

- Time management skills
- Communication
- Developing emotional intelligence
- Business etiquette
- Resolving issues between employees
- Delivering bad news
- Addressing low productivity
- Providing constructive feedback
- Motivating individuals or teams

Mindfulness-based stress reduction service (AWARE)

Are you experiencing symptoms of stress or anxiety? Struggling with lightheadedness, trouble concentrating, a pounding heart, trouble relaxing or sleeping, and mood swings? Aetna's mindfulness-based stress reduction technique can work alone or in combination with any of the above services.

The Aetna clinical team will assess your needs. If they find that AWARE would be a good option for you, you'll be connected with a clinical therapist who can best meet your needs. You'll have an initial consultation during which you can talk about your current emotional state, goals, and what you'd like to get out of the mindfulness session. You'll be guided through developing a personalized plan with impactful weekly mindfulness techniques and exercises.

Aetna will put you in touch with a professional practitioner for one-to-one support. Your practitioner will create a six-week mindfulness plan and help you learn how to put it into practice. The coaching plan comprises one session per week and will be designed to:

- Fit in with your schedule
- Help you develop emotional and mental resiliency
- Help you develop your concentration and focus skills
- Help you improve your sense of well-being
- Guide you through breathwork.
- Teach you coping mechanisms to manage your stress and live in the present.

Self-help resources through MyStrength

Boost your emotional health using the MyStrength website and mobile app. These confidential, clinically proven self-help resources offer:

Insight through articles, videos, and eLearning programs

- Inspirational quotes
- Mood tracking
- Check-in reminder option



MyStrength - Ment...lth Wellbeing.pdf

Care Kits - Maternity, New Baby, Child Safety, Elder Care, Active Adult

The following Care Kits are available free of charge for many of life's important milestones and special events.



Aetna RFL - Carekits.pdf

Find a counselor online



Resources for Living

Find a counselor online

It's easy to find a counselor for your free behavioral services. Simply log on to our website, create an account and search for a counselor. You'll find a counselor that meets your needs for you, your spouse, children and grandchildren living with chronic illness. You'll also find a counselor that meets your needs for you, your spouse, children and grandchildren living with chronic illness.

- Tell us what type of counselor you're looking for. You'll have the option to filter your search by gender, location, gender, and you'll be able to both advanced search.
- Find a counselor that meets for you, for your spouse, children and grandchildren living with chronic illness.
- Enter your zip code to see which counselors are available in your area.
- Add your appointment date and time. Once you've entered your appointment date and time, you'll be able to see which counselors are available in your area and all the details to set your appointment or join the appointment.

If you have any questions or need help, we're here to help. Call 1-800-444-4444 or visit www.resourcesforliving.com.

©2015 Resources for Living
1-800-444-4444

<https://www.resourcesforliving.com/find-counselor>

- Any employee (or family member) can access the site using the Reliant login information (username: Reliant/password: EAP).
- It is located under **Services>Find a Counselor**

Resources

- [EAP Benefit Summary](#)
- [Coping with Distress from Current Events](#) - link to a list of seminars and resources