

## EMPLOYEE ASSISTANCE PROGRAMS (EAP) FOR SMALL GROUPS

**Aetna Resources For Living (RFL)** is offering support and resources to individuals and organizations who have been affected by the Coronavirus. Through this liberalization, those in need of support can access RFL services whether or not they have it as part of their benefits.

- Individuals and organizations who don't have RFL can contact RFL at **1-833-327-AETNA (1-833-327-2386)**
- Members and Plan Sponsors who do have RFL should call their designated RFL number available in program materials

Liberalized services include:

- **In-the-moment phone support** to help callers cope with the emotional impact of the event
- **Informational brochures** about dealing with a crisis [use the "Coping with different types of crises" dropdown at the bottom of the list]
- **Community resource referrals** including local support services in the local area  
[Click the link to check for the most current listing of resources, if available.]
- **Management consultation** to help organizations respond to the needs of their employees, even if they're not RFL customers
  - Employers may contact our specialized support line at **1-800-243-5240**
  - Onsite services are available on a fee-for-service basis for companies to help their employees recover from the impact of these events on the workplace

Aetna

Need support? Reach out to the EAP today!

- [anthemeap.com](http://anthemeap.com) (log in: My EAP CA)
- Call 800-999-7222

With your EAP you'll have no-cost, confidential access to<sup>1</sup>:

**Telephonic support.** Available 24/7 at 800-999-7222. Talk to a counselor for in-the-moment support or a work/life specialist who can assist you in identifying resources to meet your individual needs.

- **Counseling visits.** Get a referral for in-office or LiveHealth Online video visits to manage stress, anxiety, and other issues. Call 800-999-7222 for a referral.
- **Child and Eldercare resources.** Conduct your own search for local resources for full, part-time and back-up care.
- **Financial consultations.** Meet telephonically with a certified financial professional who can discuss your short- and longer-term financial concerns.
- **Legal consultations.** Speak to an attorney for a no cost consultation to discuss your legal questions.<sup>2</sup>
- **Website.** Find tips, tools and resources for COVID-19, a critical event center, and more.

Anthem Blue Cross

<sup>1</sup> In accordance with federal, state law, and professional ethical standards.

<sup>2</sup> Excludes benefit and employment matters. A per issue per 12-month period benefit.

Blue Shield of California

[LifeReferrals 24/7](#) offers care and support to beneficiaries and their household members who have suffered a recent loss of a loved one. Available through the employee life insurance policy's beneficiary assistance services.

CaliforniaChoice

Mental health coverage on medical policy.

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CCHP	Mental health coverage on medical policy.
Community Care Health	Mental health coverage on medical policy.
Covered California for Small Business	Mental health coverage on medical policy.
Guardian	WorkLifeMatters Employee Assistance Program is available through Integrated Behavioral Health and provides confidential, personal and web-based support on a wide variety of important and relevant topics – such as stress management, dependent/elder care, nutrition, fitness, and legal and financial issues. Available only to employers who have purchased three or more products. Cannot buy stand-alone. <a href="#">EAP Program Overview Flyer</a>
Health Net	Care is administered through <a href="#">MHN</a> (A Health Net Company), on HMO policies where there is no referral necessary. Call 888-426-0030 for behavioral health. EAP through <a href="#">MHN</a> is a separate program. Additional support is addressed through mental health coverage on the medical policy.
Humana	Not available in small group.
Kaiser Permanente	Members can contact Mental Health Services at 800-900-3277 or <a href="http://www.kp.org">www.kp.org</a> . If an employer has an EAP, their providers can call Kaiser Permanente at 888-677-9993 to coordinate care as needed.
MediExcel Health Plan	Mental health coverage on medical policy.
Principal	<a href="#">EAP is included with some life and disability policies, see flyer for details.</a> EAP is automatic with LTD, beginning with telephonic services. It can be updated to a face-to-face option as well for a small rate load. Occasionally, Principal can add it to life, but that is subject to U/W approval. <a href="#">EAP Member Flier</a>
MetLife	Help is available whenever employees need it, 24 hours a day, 7 days a week. EAP services, provided through <a href="#">LifeWorks</a> , can be added to a MetLife LTD or life insurance product upon request. A rate load will apply.
Oscar	Mental health coverage on medical policy.
Sharp Health Plan	2-1-1 San Diego is a free, 24-hour, confidential phone service that connects you to over 6,000 resources across San Diego. From housing and legal assistance, to financial and senior services, this is your connection to your community. Learn more at <a href="http://www.211sandiego.org">www.211sandiego.org</a> , or simply dial 211.
Sutter Health Plus	Mental health coverage on medical policy.
UnitedHealthcare	<a href="#">EAP</a> and <a href="#">Behavioral Health</a> are included in all small group medical plans at no additional cost. A free helpline at 866-342-6892, is available 24/7 for emotional support to anyone affected by the wildfires. Life insurance offers beneficiary services such as grief consultation and financial / legal assistance. Additional support is also addressed through mental health coverage on the medical policy.
Unum	Services are available to all eligible employees, their spouses or domestic partners, dependent children, parents and parents-in-law. <a href="#">Unum's EAP and Work/Life Balance</a> Services, provided by HealthAdvocate, is included in LTD and can be added to life insurance for a rate load.