



Center for Health

EAP—Work/Life Services and Emotional Counseling Services

Two Helpful Programs for Participants

The Employee Assistance Program (EAP) offers two support programs for participants: **Work/Life Services** and **Emotional Counseling Services**. These programs are offered through United Behavioral Health (UBH). *All services are confidential.*

Work/Life Services for Participants

Work/Life Services provides participants with information and referrals for a variety of personal needs at **no out-of-pocket cost**. Participants call **1-800-788-5614** to discuss their request with a Work/Life counselor. UBH then does all the research and provides the information back in just a few days. This confidential service is available to HealthFlex participants any time, day or night.

Work/Life Services provides answers and information on a wide variety of topics, including:

Convenience Services

- **Household services**—Plumbers, housekeepers, carpenters, dry cleaners, auto repair shops, electricians
- **Entertainment**—Theater tickets, golf, travel agents, concerts
- **Health and wellness**—Fitness centers, all-night pharmacies
- **Personal services**—Apartment brokers, caterers, tailors, pet services
- **Shopping**—Clothing, antiques, sporting goods, specialty stores, shopping services for the elderly or disabled

Dependent Care

- **Child care**—Day care options, after-school programs and special services
- **Elder care**—Day programs, residential facilities and services for home-bound individuals

Financial/Legal

- **Financial services***—Investment planning, debt reduction, budget management
- **Legal and mediation services****—State-specific will, power of attorney, contractual disputes, estate settlement

* One 60-minute consultation at no cost. (Note: Financial consulting is also available through Ernst & Young Financial Planning Services for eligible participants with a retirement account balance through the General Board of Pension and Health Benefits.)

** One 30-minute consultation at no cost; 25% discount for additional consults with the same attorney or mediator.

Work/Life Services

- Convenient feature of the Employee Assistance Program (EAP)—administered for HealthFlex through United Behavioral Health.
- **1-800-788-5614**
- **www.gbophb.org**
Log into **HealthFlex/WebMD** and select “EAP—Live and Work Well” under **HealthFlex Vendor Links**.

EAP services and HealthFlex are offered through the Center for Health.

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General Board

Pension and Health Benefits

Caring For Those Who Serve

Emotional Counseling Services

Emotional Counseling Services can help participants address a variety of issues related to work, relationships, family life, finances, time management and other personal challenges. This program provides support in several ways:

- **Eight face-to-face sessions** per family member, per issue, per calendar year based on the EAP specialist's assessment—at no out-of-pocket cost
- **Seamless transition** to standard behavioral health benefits if more sessions are needed
- **Telephone access** to a clinician for brief counseling to help resolve problems

Use Emotional Counseling Services to help with a variety of needs, including:

- **Conflict resolution** at work
- **Maintaining boundaries** between professional life and personal life
- **Marital and family satisfaction**
- **Emotional impact of living with a chronic or serious illness** or caring for an ailing family member
- **Stress, anxiety or depression**

Emotional Counseling Services

1-800-788-5614

Emotional Counseling Services are needed.

- **48%** of HealthFlex participants* are “under stress.”
- Clergy report depression at twice the rate of an age-matched sample.**

Emotional Counseling Services are effective.

- **61%** of EAP participants resolved their issues within eight sessions.

* 2011 HQ data

** Clergy Health Survey, NHANES