



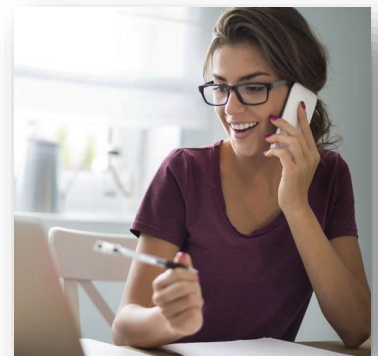
*Individual Assistance Program (IAP)*



## Benefit Summary

### Program Highlights

- 24/7 program availability
- Multi model access- call, text, email, chat, mobile applications
- 180 languages – multilingual assistance
- All family members covered includes domestic partners
- Online clinical sessions with licensed mental health professionals
- Legal and financial wellness counseling
- Management consultation for all workforce challenges
- Critical incident response
- Webinar and video orientations provided
- Live operator – no automated prompts
- Veteran and military family support including Veteran Connection



### Assessment and Clinical Support Services

- Assessment, referral and short-term problem resolution
- Unlimited telephonic and video sessions
- Access to in-house panel of clinicians
- Provider network of over 55,000 professionals
- All contact is confidential and HIPAA compliant, following ACA state and federal guidelines



### Clinical support for any issue affecting emotional well-being, including but not limited to:

- Emotional wellness/stress management
- Family/relationship/pet issues
- Anxiety and depression/coping and grief
- Anger management
- Substance abuse



### Legal and Financial Wellness

- Telephonic legal assistance for unlimited number of issues per year. Includes one 60-minute in-office or telephonic consultation with a local attorney and 25% discount on continued services.
- Telephonic financial assistance for unlimited number of issues per year. Includes optional 30-day coaching benefit with 90-day action plan.
- Identity theft prevention/recovery. Includes 50-minute interactive legal document preparation



### Unlimited Work-Life Referrals and Resources

- Child care, elder care, pet care and education
- Personal services and community-based resources
- For veteran needs through *Veteran Connection*
- Access to Affinity™ Online, a library of work-live topics and resources