

CIGNA's Employee Assistance Program (EAP)

Industry-leading employee assistance programs can reduce absences and improve productivity

Employees can better balance their work and personal lives with CIGNA's Employee Assistance Program (EAP) Portfolio, offered with our long-term disability and life plans.

Two levels of service offer employer flexibility:

- **CIGNA's Life AssistanceSM Program** – Basic clinical and work/life support for employees and family members
- **Full Service EAP** – Adds employer-level services to CIGNA's Life AssistanceSM Program

Employers can purchase additional services based on their needs.

These services help employees deal with stress – which impacts workplace productivity and employers' bottom line – through:

- Services that enable employees to address issues, from child care and workplace stress to substance abuse or depression, that can lead to unscheduled absences or disabilities.
- Extra support for the employee and family members during a disability, including referrals to community resources.
- Services that can help address the behavioral conditions that may complicate disabilities.

Employer resources include:

- Program brochure with wallet card for employees*
- Regular communication on work/life topics
- Online guidance on relevant issues

* available in Spanish

Proactive services when they're needed most

Employers will recognize the value of CIGNA's employee assistance programs immediately, since services are available as soon as coverage begins. CIGNA reminds employees of EAP services when they submit a disability claim:

- CIGNA provides employers with a welcome letter, program brochure and wallet card to give to their eligible employees, with a reminder that services are available around the clock for employees and their families.
- When a disability claim is first reported and throughout the claim process, CIGNA offers to warm transfer eligible employees to EAP clinicians, as appropriate.
- The disability claim acknowledgement letter includes a reminder of the program and a copy of the program brochure.
- CIGNA includes a reminder of EAP services to term life beneficiaries at the time of the claim.

Healthy Rewards[®] discount program

CIGNA's Healthy Rewards[®] program offers discounts (up to 60%) on a range of health- and wellness-related services and products to help employees and their families take better care of themselves so that they live longer, healthier lives. The program includes discounts on:

- Vision and hearing care
- Chiropractic care
- Weight Watchers[®]
- Massage therapy
- Fitness club memberships
- Acupuncture
- Smoking cessation
- Pharmacy and vitamins



2008 Readers Choice
Best EAP Provider
4th Consecutive Year



CIGNA's Life AssistanceSM Program

CIGNA's Life AssistanceSM Program provides access to telephonic or in-person behavioral health assistance and online tools. The program offers covered employees and their families:

- Access to telephonic counseling 24 hours a day, seven days a week from CIGNA's licensed clinicians and up to three, free in-person sessions from Masters'- and PhD-level licensed behavioral health clinicians in CIGNA's network of over 50,000 independent, contracted providers.
- Up to three qualified online or telephonic referrals for life events provided within 12 business hours.
- Up to 60% discounts on health and wellness products and services through the Healthy Rewards[®] discount program.
- Free monthly employee telephonic seminars.
- Monthly communications for employers.

Full Service EAP

The full-service EAP, which is available for an additional cost, offers another level of service for employers, human resource staff and managerial/supervisory staff, including:

- **Dedicated account management team** – focused on planning, smooth implementation, and ongoing management and promotion of your EAP program.
- **Promotional materials** – employee brochures and posters, and an awareness series to keep the program visible through the year.
- **Employer utilization reporting** – online access to quarterly reporting.
- **Organizational consultation services** – for issues impacting the workplace where intervention may provide support (e.g., downsizing).
- **Management consultation and referrals** – assistance for managers in dealing with issues ranging from absenteeism to troubled employees.
- **Employer service hours** – can be used for on-site crisis intervention, employee wellness seminars, management training and other services.

Additional EAP services

Employers can customize a program that specifically meets their needs by purchasing additional EAP services that work in conjunction with the full EAP. Services may include:

- Increased face-to-face visits for employees
- Financial consultation and coaching
- Fitness for Duty evaluations and substance abuse programs for employees regulated by the Department of Transportation
- Lifestyle management programs (tobacco cessation, weight management, stress management)
- Outreach programs

With integrated access to one of the industry's leading EAPs, to improve wellness, productivity and return to work, CIGNA continues to demonstrate the value in placing disability coverage with a company that has health care expertise.

Life events information, research and referral topics

Research and up to three qualified referrals within 12 business hours (six for emergencies) are available on the following topics:

- Prenatal care
- Parenting*
- Child care*
- Adoption*
- Summer care
- Special needs
- Senior care*
- Education*
- Pet care*
- Legal services
- Financial information

* Online resources also available

For more information on how CIGNA's EAP Portfolio can help reduce absences and improve productivity, contact your CIGNA representative.

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