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 Life Assistance**™ program – Basic clinical and work/life support for employees and family members
- **Cigna full-service EAP** – Adds employer-level services to Cigna’s Life Assistance program

These services help employees deal with stress – which impacts workplace productivity and an employer’s bottom line:

- 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.

**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.

**Employer resources include:**

- A program brochure with wallet card for employees*
- Regular communication on work/life topics
- Online guidance on relevant issues
- Program posters to hang in offices*
  
  *Available in Spanish

**Healthy Rewards discount program**

Cigna Healthy Rewards® includes special discounts on programs and services designed to help employees and their families enhance their health and wellness. Discounts are available for the following health and wellness programs:

- Weight management and nutrition
- Fitness
- Tobacco cessation
- Mind/body
- Vision and hearing care
- Alternative medicine
- Healthy lifestyle products
- Dental care
**Cigna Life Assistance program**

Cigna Life Assistance program provides access to over-the-phone or in-person behavioral health assistance and online tools. The program offers covered employees and their families:

- Access to consultation by phone 24 hours a day, seven days a week, from Cigna's licensed clinicians and free in-person counseling 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 work/life referrals provided within 12 business hours.

- Up to 60% discounts on health and wellness products and services through the Healthy Rewards discount program.

- Free monthly live, interactive webcast seminars.

- Legal and financial services.

**Full-service EAP**

The full-service EAP, which is available for an additional cost, offers all the same LAP services, plus another level of service for employers, human resource staff and managerial and 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, posters and robust electronic campaign 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 onsite 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-service EAP. Services may include:

- Increased face-to-face visits for employees.

- 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)

- Additional work/life services.

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*

* 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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