## THE LIFE CONNECTION

Our licensed professional staff can advise you on issues that may affect you or your household members and can refer you to a variety of resources. These confidential consultation services are a way to establish better emotional wellness in your daily life, and its effects are long-lasting.

- Five free sessions per calendar year
- In-person, telephonic or by virtual visit
- Confidential

Typical issues include:

- Feelings of anxiety and depression
- Emotional/personal conflicts
- Grief and loss
- Marital conflicts
- Parenting concerns
- Questions about alcohol, drugs, or gambling
- Work stress
- Anger management

# How do I get help?

To arrange for a confidential visit with our licensed, professional staff, to request a telephonic consultation, or to receive assistance with online resources, call:

**1-800-280-3782,** TTY **711**

Crisis services through The Life Connection are available to you 24 hours a day, 7 days a week.

The role of EAP is to identify problems regarding physical or mental health or the abuse of alcohol or other substances and for the referral to health care for counseling, therapy or treatment.

This information is provided to employees and their household members by Behavioral Healthcare Options, Inc. (BHO). Your employer does not warrant the validity of the information contained in this material. Additionally, BHO and your employer will not be liable for any direct, consequential or other damages resulting from the information contained in this material.

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BEHAVIORAL HEALTHCARE OPTIONS, INC.℠

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# The Life Connection (TLC)

Your connection to resources for 'life made easier'

Behavioral Healthcare Options, Inc.

## What is The Life Connection (TLC)?

TLC services were developed to help you balance the demands of home and work. TLC is made up of three parts: consultation sessions with a licensed professional (either face-to-face, telephonic, or by virtual visit depending upon the issues), online information and resources, and telephonic consultations with legal, financial, child care, elder care and daily living professionals.

All of the services directly provided by TLC are free of charge to you and your household members.

## Who is eligible for TLC services?

TLC services are available to all eligible employees and anyone who lives in their household, because their problems often affect the attitude and health of employees.

Contact your human resources or benefits office for eligibility requirements.

## LEGAL CONNECTION

In-person consultation with a licensed attorney about your issue, with:

- 30-minute free consultation
- Discounted fees may be available
- No limit on number of times used

Telephonic consultation with a licensed attorney – most common issues include:

- Bankruptcy/foreclosure
- Family/criminal law issues
- Eldercare estate planning
- No limit on number of times used

Online resources on hundreds of topics including:

- Living wills and advanced directives
- Legal forms
- Adoption process
- Consumer issues

## FINANCIAL CONNECTION

Telephonic consultation with a financial advisor about such issues as:

- Personal financial planning
- Debt consultation
- Tax consultation
- No limit on number of times used

Online resources on hundreds of topics including:

- Consumer tips on banking/credit cards
- Saving and investing
- Financial calculators
- Identity theft protection
- TaxACT tax preparation software

## CHILD CARE CONNECTION

Telephonic consultation with a work/life specialist for referrals to:

- Child care centers
- Summer camps
- Back-up and sick child resources
- Public and private schools
- Tutors
- No limit on number of times used

Online resources on hundreds of topics including:

- Checklists for choosing child care centers
- Single parenthood
- Effective communication

## ELDER CARE CONNECTION

Telephonic consultation with a work/life specialist for referrals to:

- Assisted living facilities
- Nursing homes
- Retirement communities
- No limit on number of times used

Online resources on hundreds of topics including:

- Aging well
- Planning for the future
- Grief, loss and depression in seniors

Monthly online seminars on topics of interest, such as Beating the Blues, Home Buying 101, Disrupting Negative Thoughts, Keeping Your Love Alive, Retirement, Raising Well Adjusted Kids, and many more.

## ADDITIONAL ONLINE RESOURCES**

**Work/Life Home** - articles, self-help questionnaires, interactive tools and brief video clips on topics including working, balancing, parenting, thriving and more.

**Monthly Feature and News For You** - features timely topics, such as fiscal fitness, parenting tips and more.

**Centers** - In addition to accessing services in the Legal and Financial Center, Wellness Center and Yearly Planning Center, the following centers are available:

- **Savings Center** - free program for savings of up to 25% on name-brand, every day, and luxury items
- **Relocation Center** - whether you're moving across the country or just down the street, you can find schools, neighborhood profiles and much more
- **CareSpace Center** - a place to connect with others providing care for parents or other loved ones
- **Skill-Builders Center** - online courses that can be completed in 15-20 minutes, with a printable certificate of completion
- **LiveConnect** - connects you to experienced work/life consultants via instant messaging

## **TO VIEW THE WEBSITE:

- Visit **bhoptions.com**
- Click the icon "Work-Life Resources."
- Enter your company code: **4178**

We do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card or plan documents.

Español (Spanish)

Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan o los documentos de su plan.

Tagalog (Tagalog)

May karapatan kang makakuha ng tulong at impormasyon sa sinasalita mong wika nang libre. Upang humiling ng interpreter, tawagan ang toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card sa planong pangkalusugan o sa mga dokumento ng plano.