



Sometimes we could all use a little help ...
That's where your Employee Assistance Program comes in

Charles City County Public Schools

Effective: 10-01-17 to 09-30-18

EAP contact information

Phone: 800-346-5484

Website: anthemeap.com

Login: Charles City County Public Schools

Twitter: @AnthemEAP

The Anthem Blue Cross and Blue Shield Employee Assistance Program (EAP) is here to make sure you and your household members have the support you need for emotional well-being. With our many tools and resources, we want to empower you to meet the challenges of modern life — for a happier and healthier future.

Our many services include:

Telephonic support and referral

When you're trying to manage emotional-health issues, such as depression, anxiety, substance abuse, grief or stress, you may need extra support. Our team of experts can help by being there, 24/7, to answer your questions over the phone. If you need a referral for a behavioral health therapist, we can also help connect you to a provider through your medical benefit. Plus, we'll link you to other EAP programs and resources so you get the services you need and make the most of your benefits.

Crisis consultation

Life can get overwhelming — fast. We've got a team of specialists ready to help you get through any crisis. Whether you need a lot of guidance or just someone to listen, you can reach our professional clinical consultants toll free at 800-346-5484, 24/7.

Counseling

Depression, anxiety, grief and other emotional-health issues may leave you feeling isolated. But with EAP, you're not alone. Our experts are here for you and ready for face-to-face or video sessions. You get up to 4 face-to-face or video (requires activation of LiveHealth Online*) visits each year for each issue you want to discuss — at no cost.

EAP website

EAP's website has many resources for you. From healthy recipes and well-being articles to budgeting tools and legal forms, we have something to help you in key areas of your life. Go to anthemeap.com to check out all the great information we've put together. You can also use the live chat feature to talk with a work-life representative about your specific needs.

Work-life balance

Stress can affect your emotional and physical well-being. EAP is here to help you keep stress in check. Whether you're trying to find child care, senior care or even pet care, EAP's work-life service has the resources you need to manage daily life. See what we offer at anthemeap.com or call one of our work-life representatives at 800-346-5484.

Legal

EAP offers services to help you work through complex legal issues. You can get a half-hour of no-cost legal advice in person or by phone, depending on what you need.† If you want more legal help after the consultation, you can hire the lawyer you spoke with at a discounted fee. We also have free legal forms and other tools for you on anthemeap.com.

Financial

If you're worried about money or could use a little financial advice, EAP can connect you to our certified financial experts for no-cost phone consultations. You can also check out our online library of financial calculators, seminars and other tools at anthemeap.com.

Questions? Just call EAP at 800-346-5484 or go online to anthemeap.com and enter Charles City County Public Schools.

ID recovery and monitoring

Identity theft is a common problem today and can be hard to correct. To give you peace of mind, EAP offers theft-resolution and monitoring services, 24/7, at no cost to you. Our resolution specialists will help you fill out paperwork, contact consumer credit agencies, and negotiate with creditors to restore your identity and fix any damage that's been done. To register for these services, go to anthemeap.com.

myStrength

Emotional well-being is important for overall health. That's why EAP offers myStrength, a unique wellness program. Like a "health club for the mind," myStrength provides online and mobile resources to promote emotional health. You get free, unlimited access to work-life balance tools, inspirational videos, articles and quotes, as well as step-by-step eLearning modules to help you feel better.

Member Center

The EAP's Member Center makes it easy for you to use our services and find local counselors online. Once you register on anthemeap.com and select a counselor, simply let us know who you're going to see. The process is secure and confidential.

Live tobacco-free

It's no secret that kicking the tobacco habit is hard work. That's why EAP is here to support you every step of the way. You have access to a secure, personalized web portal that includes e-learning modules about quitting strategies. Plus, you can work with a coach, who'll provide guidance, education and resources to help you quit. You can talk to your coach by phone or through the instant messaging feature on anthemeap.com — whichever's more convenient for you. And when you complete six sessions with your coach, you can ask for a certificate of participation to mark your success.

Questions? Just call EAP at 800-346-5484 or go online to anthemeap.com and enter Charles City County Public Schools.

Skill builders

EAP wants to give you the opportunity to advance your professional development and life skills through online courses on a variety of topics. You can access these classes anytime by logging on to anthemeap.com. And when you complete them, you can print out and keep a certificate of participation.

On-demand seminars

For long-term success at home and work, it's important to stay emotionally and physically healthy. To help you get there, EAP offers no-cost, on-demand seminars on a range of health- and wellness-related subjects. You can take them anytime through anthemeap.com. We add a new topic each month, so you'll want to keep checking in. Plus, you can submit online questions to our panel of experts and receive private responses.

Relocation Center

Moving is never fun! Whether you're going cross country or just down the street, planning each step can feel overwhelming. EAP wants to make the process a little smoother by giving you tips, tools and a full library of moving-related articles. You can check out all these resources on anthemeap.com. You can also talk with one of our work-life representatives directly for more personal guidance.

CareFamily in-home and live-in senior care

Sometimes you can't provide care for aging loved ones on your own. EAP is here to help you find, hire and manage in-home caregivers for seniors through the CareFamily service. Once you choose the right provider, you'll work out schedules, responsibilities and payment arrangements with the caregiver. The EAP also offers a discount on your premium membership.

Savings Center

Want to save a little money? EAP's website offers you discounts of up to 25% on everyday and luxury name-brand items through our shopping program. To join, go to anthemeap.com and select Savings Center.

WellPost blog

Check out EAP's health and wellness blog today at anthemeap.com! It covers a wide range of topics, written by experts in those fields, to help you meet everyday challenges and live life to the fullest.

Twitter

Want the latest tips for staying healthy and balancing work-life needs? Follow us on Twitter @AnthemEAP for all that and more!

EAP is here to help you find a better balance in life – and we hope you and your household members take advantage of our many tools and resources. If you have questions or want more details, please call 800-346-5484 toll free. You can also visit anthemeap.com. Just enter Charles City County Public Schools.

* Video visits are offered only when clinically appropriate.

† Excludes business, benefits or employment issues. The free half-hour consultations apply per legal issue, per year. You are eligible for a new consultation for each new issue yearly.

Language Access Services - (TTY/TDD: 711)

Spanish - Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda.

Chinese - 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。

Anthem complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by RALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compare Health Services Insurance Corporation (Compare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

The Employee Assistance Program

It can help turn problems into solutions.
Available 24/7.



Saying that life is hectic is an understatement. When you toss in everyday challenges that we all face from time to time, be it work, home or something very personal, it's not always easy to handle everything on your own. In fact, sometimes it makes sense to reach out for help. And since many people just don't have the time, your employer offers a wonderful resource to help with all kinds of things — from simple to serious.

First stop — the EAP website — your 24/7 resource

Just go to anthemeap.com for articles, educational materials, tips, tools and more. You can search for information on a variety of topics including:

- Balancing your personal life and work
- Grief and loss support
- Becoming a new parent
- Men's and women's health for all ages
- Moving or buying a home; working and living abroad
- Elder care, child care and adoption
- Pet services such as sitters, boarding and day care
- Access to legal and financial resources
- Tips to live life to the fullest from our WellPost blog
- Monthly seminars on living healthier

There's no need to sign up — you and your household members are automatically enrolled.

We understand how important privacy is when it comes to certain subjects. So rest assured that your friends, family and employer can't find out about your use of EAP services, unless you give your written permission.*

Sometimes talking to someone one-to-one makes all the difference

You can speak with a work and life specialist by calling 800-346-5484, day or night. Your specialist will listen to your needs, research solutions and provide tailored resources in a helpful packet of information. If you prefer chatting live online go to anthemeap.com to use LiveCONNECT instant messaging to speak with a member of our team.

Life can be complicated. Getting help can be simple. The EAP is your solution.

For more information on EAP services, call 800-346-5484 or go to anthemeap.com and enter Charles City County Public Schools.

*In accordance with federal and state law, and professional ethical standards.

This document is for general informational purposes. Check with your employer for specific information on the services available to you. Language Access Services - (TTY) 100-7111

Spanish - Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. Chinese - 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。

Anthem complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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LiveHealth Online

Sign up today — so you're ready for a video visit when you need it



Using LiveHealth Online, you can have a private and secure video visit with a board-certified doctor or licensed therapist on your smartphone, tablet or computer with a webcam. It's an easy way to get the care you need at home or on the go.

When your own doctor isn't available, use LiveHealth Online 24/7 if you have pinkeye, a cold, the flu, a fever, allergies, a sinus infection or other common health condition. A doctor can assess your condition, provide a treatment plan and even send a prescription to your pharmacy, if it's needed.¹

How to get started

Rather than waiting to sign up when you're not feeling well, register today so you're ready for a visit when you need one. To sign up, visit livehealthonline.com or download the free LiveHealth Online app to your mobile device. Next, you:

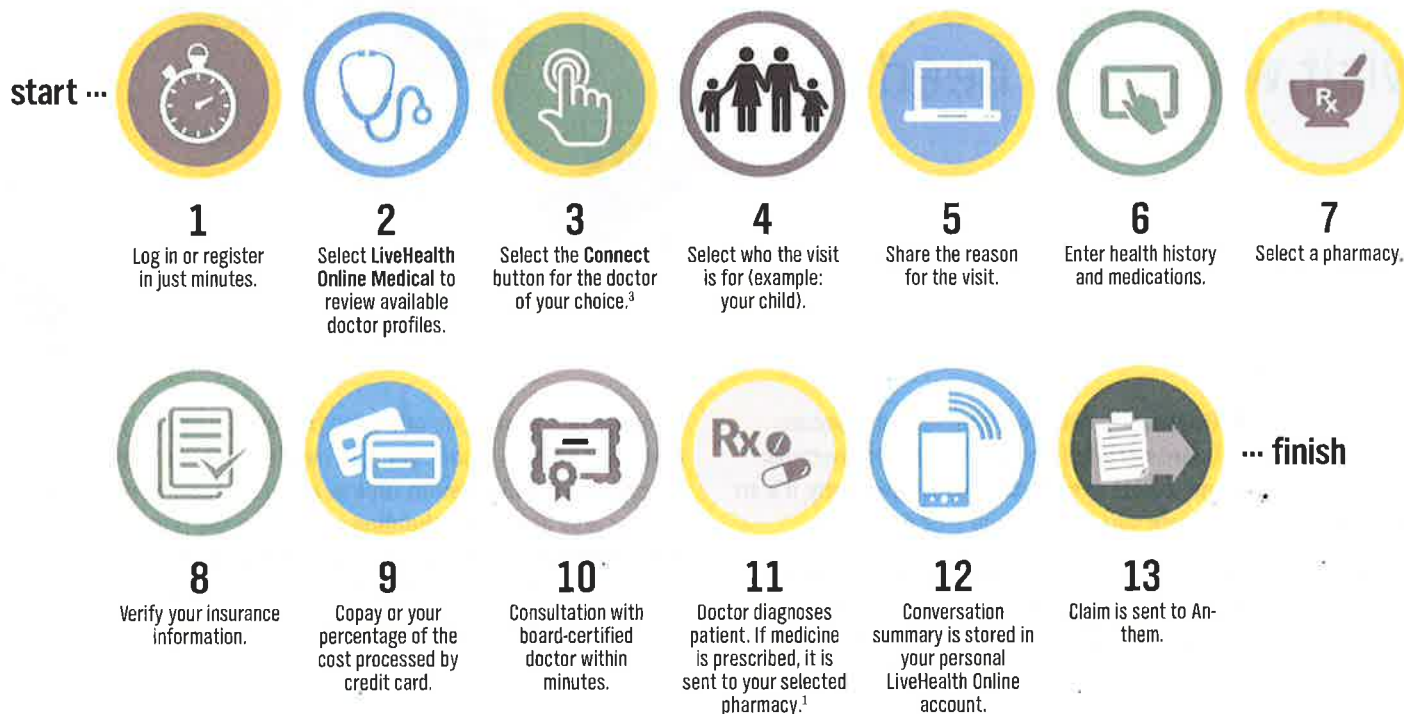
1. Choose **Sign Up** to create your LiveHealth Online account. Then enter information like your name, email address, date of birth and create a secure password.
2. Read the *Terms of Use* and check the box to agree.
3. Choose your location in the drop-down box of states.
4. Enter your birth date and choose your gender.
5. For the question "Do you have insurance?", select **Yes**. Be sure to have your Anthem member ID card handy to complete your insurance information. If you choose **No**, you can still enter your insurance information later.
6. For **Health Plan**, in the drop-down box, select **Anthem**.
7. For **Subscriber ID**, enter your identification number, which is found on your Anthem member ID card. Select **Yes** if you are the primary subscriber or **No** if you are not the primary subscriber.
8. Insert a service key if you have one. If you don't have a service key that's OK, this is optional and not required to register.
9. Select the green **Finish** button.



Your account securely stores your personal and health information

You can be confident knowing you can easily connect with doctors when you need to consult about certain conditions, share your health history, and schedule online visits at times that fit your schedule.

How to use LiveHealth Online for a video visit with a doctor



The steps to set up an appointment with a therapist using **LiveHealth Online Psychology** are very similar to seeing a doctor. You need to select **LiveHealth Online Psychology** to see available therapists and schedule an appointment.

Questions about how to use LiveHealth Online?

Call toll free at **1-888-LiveHealth (548-3432)** or email help@livehealthonline.com. If you send us an email, please include your name, email address and a phone number where we can reach you.

¹ Prescription availability is defined by physician judgment and state regulations. Visit the home page of livehealthonline.com to view the service map by state.

² Appointments subject to availability of a therapist.

³ Select a doctor licensed to practice in the state where you're physically located. If that doctor is seeing another patient, you can choose to go to an online waiting room or you can select another doctor who is available at that moment.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Anthem.

Psychologists or therapists using LiveHealth Online cannot prescribe medications.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-784-2433 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

If you're a retiree or have coverage that complements your Medicare benefits, your employer sponsored health plan may not include coverage for online visits using LiveHealth Online. Check your plan documents for details. You can still use LiveHealth Online, but you may have to pay the full cost of a visit. Online visits using LiveHealth Online may not be a covered benefit for HRA and HIA+ members.

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LiveHealth Online Psychology:

See a psychologist or therapist at home in as soon as just a few days

It's quick, easy and private

If you're feeling stressed, worried or having a tough time, you may need someone to speak with. Now, you can see a licensed therapist using LiveHealth Online Psychology. Talk with a therapist from your home or wherever you have Internet access. Just download the free LiveHealth Online app to your mobile device or visit livehealthonline.com on a computer with a webcam.

Make your first appointment — when it's easy for you

For your first visit, set up a time by going online, using the mobile app or calling LiveHealth Online:

- **Online:** Visit livehealthonline.com and sign up or log in. Once you've logged in, select **LiveHealth Online Psychology**. Next, choose from available therapists after seeing their backgrounds and set up a visit.
- **Mobile app:** Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists after checking out their qualifications and arrange a visit.
- **Phone:** Call **1-844-784-8409** from 7 a.m. to 11 p.m. ET or PT.

In most cases, you can make an appointment to see a therapist within four days or less.* This may be sooner than waiting for an office visit. LiveHealth Online will send you an email confirming your appointment. You need to be at least 18 years or older to visit with a therapist online. Psychologists and therapists using LiveHealth Online Psychology do not prescribe medications.

Your first visit

You'll see your cost before the visit starts — depending on your coverage, the cost may be the same as what you would pay for an office visit, considering your benefits, copay or coinsurance. You can pay your share of the visit using a Visa, MasterCard, Discover or American Express credit or debit card. Visits usually last about 45 minutes. At the end of your first visit, you can set up future visits with the therapist if both of you feel it's a good fit. You will always have a choice of the therapist you would like to see.

Therapists using LiveHealth Online Psychology can help you with these types of conditions:

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with a sickness



LiveHealth
ONLINE

LiveHealth Online Psychology:

What you need to know

Now, you can see a licensed psychologist or therapist wherever you have Internet access. Just download the free LiveHealth Online app on your mobile device or visit livehealthonline.com.

In case you have questions about using LiveHealth Online Psychology, here are some frequently asked questions (FAQ) and answers.

Q. How do I schedule my first appointment with a psychologist or therapist using LiveHealth Online?

A: You can:

- Visit livehealthonline.com and sign up or log in if you've already signed up. Once you've logged in, choose **LiveHealth Online Psychology**. Next, choose from available therapists after seeing their backgrounds and set up a visit.
- Download the free LiveHealth Online mobile app and then sign up or log in. Once you've logged in, choose **LiveHealth Online Psychology**. Next, select from available therapists after checking out their qualifications and arrange a visit.
- Call **1-844-784-8409**, toll free, from 7 a.m. to 11 p.m. ET or PT.

In most cases, you can make an appointment to see a therapist within four days or less.* LiveHealth Online will send you an email confirming your appointment. You need to be at least 18 years or older to visit with a therapist online. Psychologists or therapists using LiveHealth Online cannot prescribe medications.

Q. How do I set up a follow-up appointment?

A: At the end of your first visit, you can set up a future visit with the therapist if both of you feel it's needed. You always have a choice of the therapist you would like to see.

Q. What types of conditions can be treated when you have an online visit with a psychologist or therapist using LiveHealth Online?

A: You can get help for these types of conditions:

- Stress
- Anxiety
- Depression
- Relationship or family issues
- Grief
- Panic attacks
- Stress from coping with a sickness

Q. How long does a visit usually last?

A: A typical visit with a psychologist or therapist using LiveHealth Online Psychology is about 45 minutes.

Q. How much does a telehealth visit using LiveHealth Online cost?

A: Depending on your coverage, the cost may be similar to what you would pay for an office visit, considering benefits, copay or coinsurance. You can pay your share of the visit by using a Visa, MasterCard, Discover or American Express credit or debit card. You'll see what you owe before you start a visit and any cost is charged to your credit card. The cost is the same no matter when you have the visit — whether it's a weekday, the weekend, evening or a holiday.

Q. How do I know if a psychologist or therapist is in-network?

A: When you log in to livehealthonline.com, the providers you see on the website are part of the Anthem Blue Cross and Blue Shield provider network. Make sure you select the state where you currently are located to view the most up-to-date list of providers.

Q. Do children need to be at least 18 to have their own LiveHealth Online account and use LiveHealth Online Psychology?

A: Yes, children need to be 18 years or older.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 1-800-784-2433 (National Suicide Prevention Lifeline) or 911 and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

*Appointments subject to availability of a therapist.

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