

UNUM EAP Worklife Balance Questions & Answers Sheet

Q. How do employees access the Work/Life Balance service?

A. It's easy. Employees call the central, call the toll-free number **1-800-854-1446** or access on-line at www.lifebalance.net, (user ID and password is *lifebalance*), 24 hours a day, 365 days a year. A consultant will be available immediately to discuss your concerns. The service is designed to assist families with balancing the demands of work with those of their personal lives.

Q. Who is providing UnumProvident's program?

A. UnumProvident is providing the program through a premier provider of work-life effectiveness programs.

Q. Do employees have to pay to use the services?

A. UnumProvident is providing the program through UnumProvident's Group Income Protection coverage. There is no charge for calling a counselor, using the web site, or getting information from the program. If needed, the telephone-counselor can arrange up to three in-person sessions for you to meet face to face with a counselor. The plan provides three (3) in-person sessions per episode, per 12 month period at no cost to you.

However, if the caller and/or family have selected a referral for a child or elder care provider, attorney referral etc., the family is responsible for paying for the services selected.

For mental health or substance abuse treatment or counseling, the consultant will assist the caller in accessing their Health/Medical coverage.

Q. How can one toll-free number help employees located all over the country?

A. When employees call the toll-free number, a consultant will talk to them about their life balance needs. The service maintains its own national database of local providers contracted to provide services such as mental health or addiction counseling, or child care and elder care referrals in the employee's own community. For other work/life balance issues, the consultant taps into national and local organizations that specialize in providing information local referrals. The consultant may also conduct customized research to locate the specific information or resources.

Q. Are all calls confidential?

A. Strictly confidential. No information about your employees or what they discuss with the service consultants will be available without their explicit written consent – not even their spouse. The consultants must abide by federal regulations regarding duty to warn of harm to self or others. In these instances, the consultant may be mandated to report a situation to the appropriate authority.

Q. What kind of information will the Work/Life Balance need from an employee?

A. The consultant will also ask for their name and address. This is to help during the conversation as a way to address the caller, and so the consultant can mail educational materials and referral information to your location. It will also help the consultant in follow-up calls.

Q. Can the service help if the employee's family lives in another state?

A. Absolutely! A consultant will research information on various options and alternatives available in the caller's community when direct services are necessary.

Q. Can the service help with special needs?

A. Yes. Programs available for special needs children vary considerably depending on the family's location. In many areas, resources are scarce. Nevertheless, a consultant will help the family identify all possible options available to meet their special need and will work with the family until a solution is found.

Q. If a family's need changes, can they call again?

A. Yes. Employees and their immediate family members can call the service as often as they wish to gather information and referrals. They can also call just to discuss their current arrangements, concerns regarding day-to-day issues, and concerns regarding balancing the demands of work with those of a personal nature.

Q. Can employees talk to the same consultant?

A. Yes. Actually they are encouraged to talk with the same consultant. Usually toward the end of the first call, the consultant asks whether the caller wants to talk again. If the caller does, they decide who will call whom, when, where, and – if there's an answering machine – if the consultant can leave her/his name and a message on the answering machine.

Q. What's to prevent employees from giving the 800-number to anyone and everyone?

A. Nothing. It's your program. You decide to whom you want to give the number. The service is for you and anyone close to you whose situation causes you stress and concern.

Q. Can young kids and teenagers call? (As a parent, I'd want to know about it.)

A. Many parents give the number to older children. Consultants would encourage the child to talk to parents, or maybe an aunt or grandparent, etc. When they get calls from children, they may ask who gave them the number, and ask if they can talk to the parent (to get his/her point of view of the issues). By law, minors cannot be referred to resources without parents' permission.