



**ADDENDUM #1
Human Resources
Employee Assistance Program
RFP # 6853-18**

July 18, 2018

The attached addendum supersedes the original Information and Specifications regarding RFP # 6853-18 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

1. Question: Is the county required to go out to bid?

ANSWER: Not at this time.

2. Question: Is the county satisfied with the results of their current program?
Please rate on a scale of 1-5, 1 being the lowest and 5 being the highest

ANSWER: 2

3. Question: Is the county satisfied with the product offering of their current program?
Please rate on a scale of 1-5, 1 being the lowest and 5 being the highest

ANSWER: 5

4. Question: Is the county satisfied with the organizational support and account management they are receiving from their current program?
Please rate on a scale of 1-5, 1 being the lowest and 5 being the highest

ANSWER: 3

5. Question: Are service issues a factor in going out to bid?
Please rate on a scale of 1-5, 1 being the lowest and 5 being the highest

ANSWER: 5

6. Question: Does the current program and current PEPM fee cover all 1,985 benefit eligible and 400 hourly, non-eligible employees?

ANSWER: No, the current fee only covers benefit eligible employees.

7. Question: Why is the County out to bid?

ANSWER: We are concerned about the responsiveness and accessibility of providers with our current vendor. We've received numerous complaints about difficulties scheduling appointments and provider lists being outdated.

8. Question: How long has Cigna been providing EAP services to the County?

ANSWER: Since 1/1/2016

9. Question: Before Cigna, who provided EAP services to the County?

ANSWER: Corporate Psychological Services

10. Question: Have there been any service issues or service gaps with the current vendor? If so, please describe.

ANSWER: Yes, we are concerned about the responsiveness and accessibility of providers with our current vendor. We've received numerous complaints about difficulties scheduling appointments and provider lists being outdated.

11. Question: Can you share current plan brochures? What types of work-life services are included? Is this unlimited? Can employees access via phone, web, etc.?

ANSWER: See attachments. Eight face-to-face sessions available to employee and their household members per condition per year, Child Care referrals, Financial Services and referrals (one free 30 minute phone consultation and up to a 25% discount on select fees with network providers), Identity Theft Consultation (one free 60 minute consultation with a fraud resolution specialist), Legal Consultation (one free 30 minute consultation and up to a 25% discount on select fees.), Pet Care referrals, Senior Care referrals, and Healthy Rewards amenities program (discounts on a range of health and wellness services and products from participating providers). These services can be accessed via phone or web.

12. Question: What legal services are included in the current plan? Is this unlimited, telephonic, online, or in-person?

ANSWER: Free 30 minute (phone or online) consultation and up to a 25% discount on select fees, and referrals to local providers. They are unlimited in that if a covered person has 4 separate legal events in a year, they could call for 4 legal consultations.

13. Question: What financial services are included in the current plan? Is this unlimited, telephonic, online, or in-person?

ANSWER: Free 30 minute phone consultation with a qualified specialist on issues such as tax preparation, debt counseling, and planning for retirement, and up to a 25% discount on select fees, and referrals to local providers. 25% off tax preparation. Unlimited in that if a covered person has 4 separate financial issues in a year, they could call for consultations on all 4 issues during the year.

14. Question: What types of wellness services does the County offer employees and their family members today? Please describe exactly what is offered.

ANSWER: The county has a very robust wellness program that is offered by a third party vendor. The program offers free biometric screenings, health insurance premium reductions for participation (\$10/month)/health outcomes (additional \$20/month), spouses/partners that participate earn an annual premium reduction of \$60/year, events, challenges, online platform, and gift card rewards up to \$125 (only for employees) on an annual basis. This program is open to all Boulder County employees and spouses/partners that are enrolled in our medical insurance. Cigna EAP also provides access to their Healthy Rewards discount program.

15. Question: Who is the County's wellness vendor?

ANSWER: Healthbreak, Inc.

16. Question: Does Cigna provide any type of services to the County for DOT regulated employees? If so, what is included today (e.g. substance abuse counseling, DOT specific trainings)?

ANSWER: The County currently does not have DOT/SAP services.

17. Question: How many DOT cases were there in 2017? In 2016?

ANSWER: N/A

18. Question: Can the County clarify the coverage with CISD services today? Does the current plan include crisis counseling sessions after a CISM that's in addition to standard visits?

ANSWER: Every employee has access to 1-8 counseling sessions per issue, per year. The variable that determines if an employee can obtain additional, free

sessions is whether or not they have a different issue. If it is the same issue and they exhaust their sessions, then the behavioral benefit would pick up the cost of the counseling. We also have unlimited, telephonic consultation with a licensed clinical that an employee can utilize 24/7 through EAP. These are more goal planning sessions and help connect the employee to resources. We also have a crisis number that is staffed by licensed clinicians that are available to customers 24/7 as well.

19. Question: Question #25: bidder does not understand the question. Please elaborate.

ANSWER: Question 25 is “Explain your support services with regard to identifying a provider who is taking new patients.” The county employees are currently struggling with receiving a list of providers from their EAP, but then when contacting providers none are taking new patients. Do you offer to make these calls for the member and only send them the names of in-network providers who are taking new patients?

20. Question: Should proposed rates be net of commissions?

ANSWER: Yes. Please quote net of commissions.

21. Question: Does Cigna provide co-branded communication materials today? If so, is this an additional cost?

ANSWER: Our communication materials are not co-branded.

22. Question: Does Cigna provide an annual home mailing in the current program? If so, is this an additional cost?

ANSWER: Yes, Cigna does provide an annual home mailing in the current program, and there is an additional cost.

23. Question: How long has Cigna been providing EAP services to the County?

ANSWER: Since 1/1/2016

24. Question: Please provide the current rate and a rate history throughout the contract term for the EAP.

ANSWER: We have had a fixed rate of \$2.12 PEPM since 1/1/2016.

25. Question: Are DOT Substance Abuse Professional Services currently included in the contract, or are they fee for service?

ANSWER: DOT Services are not currently included in the Boulder County EAP offering.

26. Question: How many DOT Substance Abuse Professional Services were utilized in each of the past 2 years?

ANSWER: N/A

27. Question: Please provide a copy of 2016 EAP utilization reports.

ANSWER: Since Cigna changed their reporting system in 2017, we unfortunately don't have access to any prior reporting.

28. Question: Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

ANSWER: As a public entity our employees have a high level of interaction with the public. Some of the departments that have the highest level of public interactions are the Sheriff's Office, Housing and Human Services, District Attorney's Office, and Community Services. We also maintain a jail. Stress and social worker fatigue are issues that come up frequently. In the last two years, there have been two employees from our Parks department that have died as the result of accidents while on the clock. These have been very difficult for the staff at Parks. There was also one of our Head Start assistants from Community Services that was murdered two years ago.

29. Question: Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

ANSWER: Customer service representatives.

30. Question: Are legal, financial and daily living work/life services currently a part of your EAP program?

ANSWER: Yes. Eight face-to-face sessions available to employee and their household members per condition per year, Child Care referrals, Financial Services and referrals (one free 30 minute phone consultation and up to a 25% discount on select fees with network providers), Identity Theft Consultation (one free 60 minute consultation with a fraud resolution specialist), Legal Consultation (one free 30 minute consultation and up to a 25% discount on select fees.), Pet Care referrals, Senior Care referrals, and Healthy Rewards amenities program (discounts on a range of health and wellness services and products from participating providers). These services can be accessed via phone or web.

31. Question: On a scale of 1 to 4, 4 being highest, how satisfied are you with your current EAP Services?

ANSWER: 2

32. Question: Are there any improvements you would like to see in your EAP Services?

ANSWER: We would like to see a larger network of providers and for our employees to have improved access to scheduling appointments. Currently, many of the providers on our list that say they are accepting new patients, are in fact not accepting patients or they will not return calls to get employees scheduled.

33. Question: What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

ANSWER: References should be prepared to be contacted either by phone or in writing via email. The same questions would be asked in both formats.

34. Question: Is your health plan self-funded?

ANSWER: Yes.

35. Question: Submittal instructions (page 2) states that we may send "...1 flash drive OR one unbound copy of the proposal" Please clarify that we may send only a flash drive containing our proposal.

ANSWER: Correct. You may only send a flash drive. Submissions should not be made in both formats. Note: Electronic (e-mail) submissions will not be accepted due to size restrictions.

36. Question: Questionnaire section A-13 states: Does your plan include crisis-counseling sessions after a CISD that are in addition to the standard visits? If so, how many visits are included at no additional cost to the client?

- a. Can you please clarify this question? Are you talking about one-on-one follow-up counseling following a CISD? or additional group meetings?

ANSWER: We are asking if a member who has been party to a CISD debriefing, can have one-on-one CI-specific visits that do not impact their 8 visits per event per year. (Theoretically, a member could just start 8 new visits for the event, but please confirm if that is the preferred method.)

37. Question: Can you please clarify what is considered an open case in regards to the EAP utilization rate?
- a. Are phone calls only included in this utilization rate/open case?
 - b. What are the methods for access of services that result in an open case (ie: phone? Online access? App based access?)

ANSWER: EAP utilization rate can be defined as the sum of the number of people who present and open EAP cases per reporting period, divided by the sum of the average headcount, multiplied by a factor to annualize and multiplied by 100 to create a percentage. Phone calls and web authorizations are included on the utilization rate/open cases.

38. Question: Can you clarify when you would request a fitness for duty evaluation as opposed to a management referral (formal referral, mandatory referral)? Is this for specific types of employee roles?

ANSWER: Fitness for duty evaluations are performed for new hires prior to their start date for our Transportation and Sheriff's Departments. They can also be requested if a uniformed Sheriff's employee returns to work after being off for two or more weeks as the result of a Workers Compensation claim or medical leave. Departments may also request a fitness for duty evaluation if they have reasonable suspicion. These are all coordinated through our Risk department and are not run through EAP.

39. Question: Is submission of RFP on-line or via mail or both?

ANSWER: Vendors may select to submit their proposal either on one flash drive or as an unbound hard copy. Electronic submissions will not be accepted due to size restrictions. Submissions should not be made in both formats.

40. Question: How long has Cigna been the EAP for Boulder County? Is the county happy with the current EAP? Is there a reason why the county is going out to bid?

ANSWER: The county has been utilizing Cigna EAP services since 1/1/2016. We are happy with the types of services provided, but not with the ability of our employees to utilize the services. We have posted this RFP because we are

concerned about the responsiveness and accessibility of providers with our current vendor. We've received numerous complaints about difficulties scheduling appointments and provider lists being outdated.

41. Question: How many hours have you experienced an average critical incident case has taken?

ANSWER: 4-6 hours maximum.

42. Question: How long have you been with your current EAP provider?

ANSWER: Since 1/1/2016.

43. Question: What do you like about your current EAP?

ANSWER: The broad scope of services offered.

44. Question: What do you want to improve about your EAP?

ANSWER: We have posted this RFP because we are concerned about the responsiveness and accessibility of providers with our current vendor. We've received numerous complaints about difficulties scheduling appointments and provider lists being outdated.

45. Question: Why are you placing your EAP Services out to bid?

ANSWER: We have posted this RFP because we are concerned about the responsiveness and accessibility of providers with our current vendor. We've received numerous complaints about difficulties scheduling appointments and provider lists being outdated.

46. Question: What is your EAP budget?

ANSWER: Not to exceed \$55,000.00/year.

47. Question: What is the total number of face to face clinical sessions that were provided through the current EAP during 2016 and 2017?

ANSWER: There were 341 total in 2016. There were 440 in 2017.

Submittal Instructions:

Submittals are due at the Administrative Services Information Desk or the email box (preferred) listed below, for time and date recording on or before **2:00 p.m. Mountain Time on July 26, 2018.**

Your response can be submitted in the following ways. Please note that email responses to this solicitation are preferred, but are limited to a maximum of 25MB capacity. NO ZIP FILES ALLOWED. Electronic Submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

Email purchasing@bouldercounty.org; identified as **RFP # 6853-18** in the subject line.

-OR-

US Mail **One (1)** unbound copy of your submittal, printed double-sided, 11 point, on at least 50% post-consumer, recycled paper must be submitted in a sealed envelope, clearly marked as **RFP # 6853-18**, to the **Administrative Services Information Desk located at 1325 Pearl Street, Boulder, CO 80302.**

All proposals must be received and time and date recorded at the Administrative Services Information Desk by the above due date and time. Sole responsibility rests with the Offeror to see that their proposal is received on time at the stated location(s). Any proposal received after due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all proposals, to waive any informalities or irregularities therein, and to accept the proposal that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

July 18, 2018

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for RFP #6853-18, Employee Assistance Program.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to purchasing@bouldercounty.org as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525.

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ **Date:** _____

Name of Company _____

End of Document

Pet Care SERVICES



We recognize that pets are a part of your family. Whether you're going on vacation and need a pet boarding facility or require veterinarian services, we're here to help.

You can benefit from support and referrals regarding these and other topics:

- Bereavement services
- Veterinarians
- Insurance
- Pet-sitting resources
- Obedience training
- Pet store and pet supply catalogs
- Breeders
- Animal welfare
- Groomers
- Nutrition hotlines
- Emergency animal clinics
- Membership associations



**For assistance any time, call 1.877.622.4327
Or log on to www.cignabehavioral.com
Employer ID: bouldercounty**

GO YOUSM



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

"Cigna," "Cigna Healthy Rewards," "myCigna.com," are registered service marks and the "Tree of Life" logo and "GO YOU" are service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Cigna Health Management, Inc., Cigna Behavioral Health, Inc., vielife Limited, and HMO or service company subsidiaries of Cigna Health Corporation. All models are used for illustrative purposes only..



WE CAN HELP YOU WITH **THAT**



If you or a member of your family is returning from service, your **Cigna Employee Assistance (EAP) program can help with the challenges of adjusting to civilian life.**

EAP specialists can provide support to veterans, their family (any household members of the employee) and their employer.

1.877.622.4327
CignaBehavioral.com



Veteran support services for help with:

- Adjusting to the workplace
- Post-Traumatic Stress Disorder
- Suicide awareness
- Military family support
- Reuniting with loved ones
- Dealing with loss in a military family
- Financial and legal consultation*



Call us any time, any day.

We're here when you need us. Our dedicated staff of personal advocates can get you the information you need and guide you toward the right solution.

We can:

- Assess your needs and work with you to find a solution
- Get you the help you need when you're in a crisis situation
- Direct you to a variety of helpful resources online and in your community

No matter your situation, chances are we can help you find a solution. Check out our wide range of educational materials to help you with any work or life challenge that comes your way, and contact us when you need a hand. We're here to help.

Call 1.877.622.4327

Visit us at CignaBehavioral.com

**Log in using your company's employer ID:
bouldercounty**

GO YOU[®]



*Financial and legal consultation services are independently administered by CLC, Incorporated. Cigna does not provide financial or legal advice and makes no representations or warranties as to the quality of the information on the CLC website or the services of CLC.

"Cigna," the "Tree of Life" logo and "GO YOU" are registered service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, including Cigna Health Management, Inc., Cigna Behavioral Health, Inc. and vielifife Limited, and not by Cigna Corporation.

873060 02/14 © 2014 Cigna. Some content provided under license.

Legal & Identity Theft Support

FIRST WE LISTEN, then we assist.



Whether you're finding a lawyer or dealing with the fact that your Social Security Number was used to open a credit card in someone else's name, you can call for help. We'll listen and then help you get the support you need.

Legal & Identity Theft Support

When facing legal or identity theft issues, talk with a specialist who can connect you with the information and resources you need.



Legal Support

To help assess and resolve legal problems, you can speak with a licensed attorney through a 30-minute telephone or face-to-face consultation.

For services beyond the initial consultation, receive a 25 percent discount on most legal services, if using an attorney from the provider network.

Extend legal support to other members of your household and your parents for direct legal consultation on senior care issues such as estate planning, power of attorney, living wills, death of spouse, etc.

Call 1.877.622.4327

Or log on to www.cignabehavioral.com

Employer ID: bouldercounty

GO YOUSM



Offering assistance with legal and identity theft issues is just one of the many ways your employer is helping you manage life's many challenges.



Identity Theft Support

To help manage the recovery process after an identity theft event, you can receive a 60-minute consultation with a fraud resolution specialist who will work with you through seven emergency response activities to restore your identity and good credit.

The specialist can:

- Counsel on how to notify the proper authorities, agencies and creditors.
- Provide forms or letters to help you report and itemize each fraudulent occurrence.
- Advise on how you can dispute fraudulent debts.

The specialist can also advise you on how to:

- Obtain and monitor your credit report every four months.
- Place a fraud alert or credit freeze (if allowed by state law) on your credit file.
- Take future preventative measures.

Note: Employment-related issues are not covered.

Call any day, any time for assistance with information, resources or a referral to help resolve your concerns.



"Cigna," "Cigna Healthy Rewards," "myCigna.com," are registered service marks and the "Tree of Life" logo and "GO YOU" are service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Cigna Health Management, Inc., Cigna Behavioral Health, Inc., vieliflife Limited, and HMO or service company subsidiaries of Cigna Health Corporation. All models are used for illustrative purposes only.

MANAGING THE GREEN STUFF so it doesn't make you blue.



Planning financially for the future is a top priority for most people – but also a major source of stress. Too often, you may find yourself spending valuable time worrying about issues that you have neither the expertise nor the resources to solve.

If financial planning has you looking for answers and advice – whether you're ordering a credit report or planning for retirement – call us for assistance. We'll listen and then help you get the support you need.



Call **1.877.622.4327**
Or log on to **www.cignabehavioral.com**
Employer ID: **bouldercounty**

Financial Services

Call for a free in-depth financial needs analysis from a qualified specialist.

The vast majority of issues can be resolved within the initial 30-minute call, but additional telephonic support is available when necessary.

You can also receive advice on a wide range of topics:

- Tax Planning & Preparation with 25% discount
- Debt Counseling
- Credit Management
- How to Reduce Living Expenses
- Budgeting Techniques
- Reverse Mortgages
- Cash Flow Analysis
- College Funding
- How to Order a Credit Report

GO YOUSM



- How to Read a Credit Report
- Credit Repair
- Restoring Credit
- Correcting a Credit Report
- IRS Problems
- How to Negotiate a Late Car Payment
- IRA Rollovers
- How to Negotiate a Late Utility Bill
- Divorce Planning
- Social Security Benefits
- Retirement Planning Strategies
- Financing a Small Business
- Writing a Business Plan
- Explaining Stock Options
- Benefits of 401K Investing
- Pros and Cons of Internet Stock Trading
- Strategies for Buying Life Insurance
- Strategies for Buying Health Insurance
- Strategies for Buying Auto Insurance
- Understanding Annuities
- Understanding Bonds
- Savings Bonds Concepts
- Cars: Buying vs. Leasing
- Certificates of Deposit
- Understanding Credit Unions
- Flexible Savings Accounts (FSAs)
- How to Establish Credit
- How to Choose a Financial Planner
- Home Refinancing
- Saving for Financial Emergencies
- What to Do If You Suspect Securities Fraud Filing
- Student Loan Consolidation, Default, and Payment Options
- Strategies for Buying Homeowner's Insurance
- Money Market Funds
- Medicaid
- Medicare
- How to Choose a Mutual Fund
- How to Negotiate a Late Mortgage Payment
- Explanation of Poor Credit History with Credit Bureaus
- How to Find a Lower Interest Rate Credit Card
- Strategies to Help Prevent Automobile Repossession

Offering assistance and work/life support for financial issues is just one of the many ways your employer is helping you manage life's many challenges.

Call for confidential assistance any day, any time, and get the information and resources you need to help resolve your concerns.



"Cigna," "Cigna Healthy Rewards," "myCigna.com," are registered service marks and the "Tree of Life" logo and "GO YOU" are service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Cigna Health Management, Inc., Cigna Behavioral Health, Inc., vielifile Limited, and HMO or service company subsidiaries of Cigna Health Corporation. All models are used for illustrative purposes only.

Employee Assistance Program and FMLA and Disability Related Leaves of Absence

Cigna, as the administrator for the Boulder County Employee Assistance Program (EAP), does not generally prepare formal evaluations nor do they complete required paperwork for leaves of absence under FMLA, short term disability or long term disability. Evaluating the appropriateness of a leave of absence is a different process from the psychotherapy and counseling services that are covered in the Boulder County EAP contract with Cigna.

On occasion, an EAP therapist will support a brief FMLA leave; however, if you are unable to work due to one of the situations noted above, we encourage you to check with Cigna EAP prior to the start of treatment. If your primary need is to document your absence from work as FMLA or disability, consider requesting treatment from a provider outside of the Employee Assistance Program.

Eldercare

MAKING LIFE less complicated



Whatever your elder care needs are, we're here to help. We can provide you with information and referrals to assist you in all areas of elder caregiving and family support.



- Confidential caregiver support services provided by phone or through the internet 24/7
- Qualified elder care consultants available
- Community resources and assistance in your area
- Resources on caregiving, insurance and end-of-life decisions
- Referrals for in-home care providers, assisted living providers, and skilled nursing facilities

Click on Work Life Resources, then click accept and you'll find LiveConnect - all you need to do is click to chat

**For assistance any time, call 1.877.622.4327
Or log on to www.cignabehavioral.com
Employer ID: bouldercounty**

GO YOUSM



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

"Cigna," "Cigna Healthy Rewards," "myCigna.com," are registered service marks and the "Tree of Life" logo and "GO YOU" are service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Cigna Health Management, Inc., Cigna Behavioral Health, Inc., vieliflife Limited, and HMO or service company subsidiaries of Cigna Health Corporation. All models are used for illustrative purposes only..

WE CAN HELP YOU WITH THAT



As a vital part of Boulder County's commitment to helping you maintain a healthy and fulfilling life, Cigna is pleased to offer an exciting benefit called the Employee Assistance Program (EAP).

One of our dedicated personal advocates will work with you to resolve any issues you may be facing, connect you with the right mental health professional, direct you to a variety of helpful resources in your community, and more. Best of all, it's free.

The Facts on EAP

- The EAP toll-free phone number is 1.877.622.4327
- We're available 24/7/365
- Available to you and your household family members

EAP Services Include:

- **Counseling:** 1-8 Face-to-Face sessions with a counselor in your area.
- **Consultation and support by phone:** Consultations may be related to questions about behavioral health related topics, assistance with problem identification, problem-solving skills, approaches and/or resources to address behavioral concerns.
- **Legal assistance:** Free, 30-minute consultation with an attorney face-to-face or by phone.
- **Financial:** Free 30-minute telephonic consultation by phone with a qualified specialist on issues such as debt counseling or planning for retirement

- **Child care:** Resources and referrals for child care providers, before and after school programs, camps, adoption organizations and information on parenting questions and prenatal care.
- **Elder care:** Resources and referrals for home health agencies, assisted living facilities, social and recreational programs, and long-distance care giving.
- **Pet care:** Resources and referrals for pet sitting, obedience training, veterinarians and pet stores.
- **Identity theft:** 60-minute free consultation with a fraud resolution specialist.

Find us online

You and your household members can also get EAP assistance and information via the Cigna EAP website: Cignabehavioral.com. Click on the "login to access your benefits" link and enter your Employer ID in lowercase letters with no spaces.

Connect with your EAP either by phone or online for free, fast and effective expert assistance.

1.877.622.4327

Cignabehavioral.com

Employer ID: bouldercounty

GO YOU®



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

"Cigna," the "Tree of Life" logo "Cigna Healthy Rewards," "myCigna.com" and "GO YOU" are registered service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided exclusively by such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company (CGLIC), Cigna Health and Life Insurance Company (CHLIC), and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. In Arizona, HMO plans are offered by Cigna HealthCare of Arizona, Inc. In California, HMO plans are offered by Cigna HealthCare of California, Inc. In Connecticut, HMO plans are offered by Cigna HealthCare of Connecticut, Inc. In North Carolina, HMO plans are offered by Cigna HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by CGLIC or CHLIC. All models are used for illustrative purposes only.

Employee Assistance Program for the Boulder County

Call **1.877.622.4327** visit us online at www.cignabehavioral.com employer id: **bouldercounty**

Face-to-face assistance		
Service level	<ul style="list-style-type: none"> 24/7 telephonic access 	<ul style="list-style-type: none"> Network health care professional referrals
Participant services	<ul style="list-style-type: none"> Telephonic consultation Crisis intervention services Community resources 	<ul style="list-style-type: none"> Healthy Rewards® discount program Online assessment tools Online article library Online access and referrals Up to 8 face-to-face sessions per issue per year
Full-service work/life support		
Telephone, click-to-chat, web mail	<ul style="list-style-type: none"> Child care – Child care centers, family child care homes, in-home care, babysitting agencies and options, nanny agencies and options, au pair agencies and options Senior care – Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities, social and recreational programs Prenatal care – Birthing methods, nutrition, exercise, diet and child care pre-planning Adoption – State adoption specialist, adoption support groups, private adoption, national adoption organizations 	<ul style="list-style-type: none"> Parenting – Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training Summer care – Residential camps, day camps, traditional camp programs, specialized camp programs Special needs – Common childhood illnesses, children with multiple disabilities, developmental delays Pet care – Veterinarians, insurance, pet sitting resources, obedience training, pet stores, pet supply catalogs Education – Kindergarten programs, public schools
Online resources and tools	<ul style="list-style-type: none"> Parenting – Adoption, child care, developmental stages, kid's well-being, education Aging – Adults with disabilities, aging well, planning for the future, U.S. systems for the elderly, housing options, home care, health, caregivers, grief and loss Balancing – Personal growth, communication, families, relationship, grief and loss, mental health, addiction and recovery 	<ul style="list-style-type: none"> Thriving – Health tools, live healthy, healthy eating, medical care, infant and toddler health, child health, adolescent health, women's health, men's health, senior health, health challenges Working – Accomplished employee, effective manager, career development, training and development, workplace productivity, workplace diversity, workplace safety Living – Consumer tips, home improvement, home buying or selling, moving, financial, legal, legal ready docs, errands online, safety, pets, travel and leisure time, fraud and theft
Referrals and fulfillment	<ul style="list-style-type: none"> Up to three qualified referrals where available; if additional needed, participant calls back 	<ul style="list-style-type: none"> Turnaround Time: 12 business hours; emergency is six business hours
		<ul style="list-style-type: none"> Legal – 30-minute free consultation, 25% discount on usual fees, referrals to local providers Identity theft – 60-minute free consultation with a fraud resolution specialist Financial services – 30-minute free phone consultation with a qualified specialist on issues such as tax preparation, debt counseling and planning for retirement. 25% off tax preparation. Educational materials Personal assessments Interactive tools Self-search resource locators Email for consultant-assisted search Live messaging for consultant-assisted search Web seminars
		<ul style="list-style-type: none"> Online and print fulfillment materials

Assistance
Program
24/7



Assistance
Program



Assistance
Program

Self-service support – at your fingertips.

Educational materials on work/life topics such as caregiving, daily living and working smarter are available online, as well as personal assessments and interactive tools, including a savings center and relocation center.

Extra flexibility. For assistance with your search, we can email you. Include your email address when you request support via the web. It's just one more way for us to meet your needs.

Call us anytime, any day or go online for confidential assistance, information or resources to help resolve life's challenges.



*Some Healthy Rewards programs are not available in all states. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan coverage. A discount program is NOT insurance, and you must pay the entire discounted charge.

"Cigna" and "Healthy Rewards" are registered service marks, and the "Tree of Life" logo and "GO YOU" are service marks, of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries, including Cigna Health Management, Inc., Cigna Behavioral Health, Inc. and vielife Limited, and not by Cigna Corporation. All models are used for illustrative purposes only.

Base Catalog # 818480 b 08/12 © 2012 Cigna. Some content provided under license.

WE CAN HELP YOU WITH

THAT



GO YOUSM



Offered by: Connecticut General Life Insurance Company
or Cigna Health and Life Insurance Company.

818480 b 08/12 SR #

Life.

Just when you think you have it figured out, along comes a challenge. But whether those challenges are big or small, your Employee Assistance & Work/Life Support Program is available to help you and your family find a solution and restore your peace of mind.

Call us anytime, any day.

We're just a phone call away whenever you need us – at no cost to you. An advocate is ready to help assess your needs and develop a solution to help resolve your concerns. He or she can also direct you to an array of resources in your community and online tools, including an article library.

Visit a specialist.

For face-to-face assistance, you have 1-8 sessions available to you and your household members. You can call us or go online, search the provider directory and request a referral.

Reward yourself.

Access your Healthy Rewards®* amenities program for discounts on a range of health and wellness services and products from participating providers.

Achieve work/life balance. Get extra support for handling life's demands. Call for advice or a referral to a service in your community on topics such as:

Child care. Whether you need care all day or just after school, find a place that's right for your family.



Financial Services & Referral. Receive a 30-minute free consultation and a 25% discount on select fees with network providers.



Identity theft. Receive a 60-minute free consultation with a fraud resolution specialist.



Legal consultation. Receive a 30-minute free consultation and up to a 25% discount on select fees.



Pet care. From grooming to boarding to veterinary services, find what you need to care for your pet.



Senior care. Learn about challenges and solutions associated with caring for an aging loved one.



These are just a few examples of the support available to you. Call to get the assistance you need to help resolve life's challenges.

1.877.622.4327

Log in to **CignaBehavioral.com**
and enter your employer ID: bouldercounty

Assistance
Program
24/7



Call us or reach us online.

1.877.622.4327

CignaBehavioral.com

Employer ID
bouldercounty



Call us or reach us online.

1.877.622.4327

CignaBehavioral.com

Employer ID
bouldercounty

Child Care and Parenting

SUPPORTING PARENTS - from newborn to empty nest



Whether you are in the process of growing your family, or are thinking about it for the future, we offer free, confidential resources, information, and referrals.



Click on Work Life Resources, then click accept and you'll find LiveConnect - all you need to do is click to chat

Call 1.877.622.4327

Or log on to www.cignabehavioral.com

Employer ID: bouldercounty

Families and parents can benefit from consultation and support regarding these and other topics:

- Adoption
- Pregnancy and infertility
- Special needs
- Nursing your infant
- Family leave and returning to work
- Child care, back-up care, and sick child care
- Resources for all educational and developmental stages

GO YOUSM



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

"Cigna," "Cigna Healthy Rewards," "myCigna.com," are registered service marks and the "Tree of Life" logo and "GO YOU" are service marks of Cigna Intellectual Property, Inc., licensed for use by Cigna Corporation and its operating subsidiaries. All products and services are provided by or through such operating subsidiaries and not by Cigna Corporation. Such operating subsidiaries include Connecticut General Life Insurance Company, Cigna Health and Life Insurance Company, Cigna Health Management, Inc., Cigna Behavioral Health, Inc., vielifile Limited, and HMO or service company subsidiaries of Cigna Health Corporation. All models are used for illustrative purposes only..