

EMPLOYEE ASSISTANCE PROGRAM

Blue Shield of CA- LifeReferrals 24/7



Did you know?

If you're a Blue Shield Member, you can take advantage of an Employee Assistance Program LifeReferrals 24/7, (Completely Confidential!).

What is it:

Everyone can use a hand sometimes, and LifeReferrals 24/7 offers convenient support to help you meet life's challenges. A simple phone call connects you with a team of experienced professionals ready to assist you with a wide range of personal, family, and work issues. All of these services, including referrals to community resources, are ***confidential*** and available for no copayment or extra cost. When you call, you'll be guided to the appropriate expert, depending on your needs:

- **Personal issues:**

- For matters like relationship problems, stress, and grief, you can talk by phone to trained counselors and request face-to-face sessions with licensed therapists.
- You're eligible for three face-to-face counseling visits in each six-month period.
- You're eligible for an unlimited number of phone consultations with LifeReferrals 24/7 specialists.

- **Financial, legal, and mediation questions:**

- Request referrals for consultations with professionals about legal matters such as wills, landlord/tenant issues, and alternatives to litigation; and financial matters such as retirement planning and tax preparation.
- Each year you're eligible for one 30-minute consultation with an attorney per issue, and one 30-minute consultation with a mediator per issue.
- You'll also get a 25% discount on additional consultations with those same providers.
- Every year you're also eligible for one 60-minute session with a financial professional per issue.



- **Referrals to community**

- A specialist can provide useful information and referrals to a wide range of resources, including: Smoking cessation programs, Child and elder care, Meal programs, Transportation assistance, and various number of other services.

Call LifeReferrals 24/7 toll free, any time, at (800) 985-2405.

Log onto: www.blueshieldca.com for more information.