# Employee Assistance Program

Pointing You In The Right Direction

We all experience times when we need a little help managing our personal lives. Your employer understands this and is providing the Employee Assistance Program (EAP) to covered employees in connection with your group insurance from The Standard Life Insurance Company of New York, to offer support, guidance and resources to help you and your family find the right balance between your work and home life.

## What Can The EAP Do For Me?

Experienced member advocates – many of whom hold master's degrees within their respective disciplines – will confidentially consult with you over the telephone and direct you to the solutions and resources you need. You may also receive referrals to support groups, community resources, a network counselor or your health plan. These services are available for covered employees, their dependents, including children to age 26, and all household members. Your beneficiaries are covered for up to 90 days after your death.

## The EAP Services Can Help With:

- Child care and elder care
- Alcohol and drug abuse
- Life improvement
- Difficulties in relationships
- Stress and anxiety with work or family
- Depression
- Personal achievement
- Emotional well-being
- Financial and legal concerns
- Grief and loss
- Identity theft and fraud resolution
- Will preparation

## How Do I Access EAP?

Follow the directions on the wallet card on this page.

## Is It Confidential?

Your calls and all counseling services are confidential. Information will be released only with your permission or as required by law.

**continued on reverse**

This EAP service is provided through an arrangement with Horizon Behavioral Services, LLC, which is not affiliated with The Standard. The EAP service is not an insurance product. Please contact Horizon Behavioral Services, LLC for complete terms, conditions and limitations.

## Horizon Health

**Call 888.293.6948 or visit www.horizoncarelink.com. The EAP is always ready to assist you. We've also provided a handy reference card for your wallet.**

### How To Access EAP Online

1. Enter this address in your Web browser: **www.horizoncarelink.com**
2. Enter **standard** as the login ID (in all lowercase letters) when prompted.
3. Enter **eap4u** as the password (in all lowercase letters) when prompted.

**Note:** It is a violation of your company's contract to share this information with individuals who are not eligible for this service.

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**EAP** For Policyholders of
The Standard Life Insurance Company
of New York

Call this toll-free number for access to Horizon Health EAP services.

**888.293.6948**
**TDD 800.327.1833**

Available 24 hours a day, 365 days a year.

The Standard Life Insurance
Company of New York
360 Hamilton Avenue, Suite 210
White Plains NY 10601

www.standard.com

Employee Assistance Program3
SNY **16044** (10/12) EE

## When Is It Available?

Over-the-phone consultation and online access to EAP services are always available. Simply call the toll-free number or log on to **www.horizoncarelink.com**. In emergency situations, you may call the toll-free number to speak with a licensed staff counselor who can also connect you to emergency services.

Your program also includes up to three face-to-face assessment and counseling sessions per issue. A member advocate will work with you to schedule appointments according to your needs.

## What Can WorkLife Services Do For Me?

WorkLife services can save you countless hours by researching and providing referrals for important needs like:

- Child care and elder care
- Education
- Adoption
- Pet care
- Daily living
- Travel

A broad range of educational materials and guide books on dependent care topics are also available.

## How Much Does It Cost?

The EAP and WorkLife services are provided to you in connection with your employer-sponsored group insurance from The Standard. If you accept a referral to services that are not a part of your EAP program, you may be responsible for the costs associated with those services.

## All The Help You Need Online

EAP provides the following online services:

- Informative guides and articles
- Monthly webinars and bulletins
- Ability to search on your own for:
  - Child care or elder care services
  - Pet care and veterinarians
  - Adoption resources
  - Health clubs and fitness centers
- Detailed maps for every search
- Self-assessments
- Healthy lifestyle guidance, from tools for diet and fitness to smoking cessation
- Videos and articles on topics like understanding depression, nutrition advice and preparing for childbirth
- Financial and legal information, including a program for completing a simple will and identity theft consultation recovery and prevention services
- Detailed calculators used to help solve common financial concerns, such as computing college finances