By helping employees to better balance their work and personal lives, CIGNA's Life Assistance™ Program (LAP), included with our long-term disability offerings, helps employers proactively control absences from work by helping employees access supportive services when needed. This program brings outstanding value by:

- Helping ensure employees get the assistance they need when they need it
- Promoting health and wellness among employees
- Helping employers attract and retain employees

This program includes the following services for all covered employees and their immediate family/household members:

- 24-hour telephonic consultation
- Crisis intervention services
- Referrals for up to 3 face-to-face counseling sessions per issue, per year
- Work/life consultation, resources and referrals
- Online resources for employees and their household members
- Employee brochure
- Referrals to community resources
- Monthly telephonic seminars

The program's unique advantages include:

**Proactive Outreach** - We don't wait for claimants to remember to ask about these services. A reminder at the time of a claim, promotes usage of CIGNA's LAP when employees need it most.

**Emphasis on Personal Interaction** - Face to face counseling is available for behavioral health assistance and members can access live telephonic counseling, online resources and web-based tools 24 hours per day, 7 days per week.

**Expertise in Behavioral Health** - CIGNA's Masters'-and PhD-level licensed behavioral health clinicians can focus on depression concerns, substance abuse, anxiety, parenting, eldercare, and returning to work, among others.

**Extensive Network of Behavioral Health Resources** - CIGNA's network of more than 60,000 contracted licensed behavioral health providers with local network management, makes for easier access to professional help.

**Comprehensive Life Events Services** - Our program offers information and referrals on a wide variety of topics, such as finding qualified child care, summer care, and senior care facilities, research and information on education programs, adoption, and financial information, plus a 30-minute free legal consultation for most legal issues.

**Life Events Information, Research, and Referral Topics**

*Research and up to 3 qualified referrals within 12 business hours (6 hours for emergencies)*

- Prenatal Care
- Parenting/Childcare
- Financial Information*
- Adoption
- Summer Care
- Senior Care
- Education
- Special Needs
- Pet Care
- Legal Services*

* Except financial information and legal services. Financial referrals are not provided, and legal services are provided by an external partner.

CIGNA Group Insurance products & services are provided through underwriting subsidiaries of CIGNA Corporation, including Life Insurance Company of North America and CIGNA Life Insurance Company of New York. "CIGNA" & "CIGNA Group Insurance" are used to refer to these subsidiaries & are registered service marks. CIGNA's Life Assistance™ services & Full Service EAP Program are provided by CIGNA Behavioral Health, Inc., an operating subsidiary of CIGNA Corporation.

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