

How to reach us

You never know when you may need help. That's why we're giving you two ways to keep our number handy:

Employee Assistance Program

800-865-1044
antheameap.com
Enter COOK

Free, confidential help
24 hours a day, 7 days a week



Employee Assistance Program

800-865-1044
antheameap.com
Enter COOK



Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (Compcare), which underwrites or administers the HMO policies; and Compcare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

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Employee Assistance Program

Help when you need it



Whatever's troubling you, you don't have to face it alone. Call 800-865-1044, or visit antheameap.com and enter COOK to log in.



Lean on us

Maybe you're a few months behind on bills and want to get back on track. Maybe you're new to town and looking for a daycare center. Maybe you have a big project at work and are feeling a lot of stress. Whatever your concern, a call to your Employee Assistance Program (EAP) can help you through it.

What is EAP, anyway?

You may have heard about EAP but aren't sure what it is. EAP is a service available to you and members of your household at no extra cost. It's designed to help you with everyday problems and questions, big or small. No need to fill out paperwork or make an appointment to speak with an EAP staff member. Just call 800-865-1044 or visit anthemeap.com. You'll be connected in an instant. We're here 24 hours a day, every day, to help you.

How we can help

When you or a household member contacts us, we'll work with you to figure out the next steps. If you need counseling, we can arrange up to 4 free visits with licensed professionals. If you have financial or legal questions, we can put you in touch with a financial advisor or a lawyer.



Reach us online

If online help is more your style, visit anthemeap.com. You'll find articles, checklists, quizzes and other helpful tools. You can browse resources, attend a webinar or take an online class—right at your own desk. Here are just some of the topics covered:

- Workplace safety
- Child and elder care
- Tobacco cessation
- Grief and loss
- Family health
- Home improvement
- Addiction and recovery
- Dealing with identity theft

Your privacy matters

Remember, EAP is here for you 24/7, so you can call at the time and place that are right for you. Your privacy is important to us. No one will know you've called EAP unless you give them permission in writing.*

After you make the first phone call to us, we can refer you to a licensed counselor in your area who's a member of our network. Your EAP membership entitles you to up to 4 free visits for each issue you're facing. Then, if you need ongoing assistance, we'll help you connect with a qualified resource.

*In accordance with federal and state law, and professional ethical standards.



Si necesita ayuda en español para entender este documento, puede solicitarla sin costo adicional, llamando al número de servicio al cliente que aparece en este folleto.

This document is for general informational purposes. Check with your employer for specific information about benefits, limitations and exclusions.

Life

just got easier

Work. Home. Family. Friends. Fido. Balancing the demands of life can be stressful — the good news is we can help.

We're your Employee Assistance Program. And we're here to help make your life easier. We're the folks you turn to when life throws you some curve balls and you'd like a little help. We're a sympathetic ear and so much more.

We're an extra set of hands. At anthemeap.com, you'll find everyday legal forms at your fingertips: wills, rental agreements and more. Catch an online seminar and plan your dream vacation. Or, let us show you how to assemble supplies so you're prepared for natural disasters or emergencies.

We're your know-it-all neighbor. Looking for child care and summer camps for your kids? Come to us. If you're a caregiver for older loved ones, we've got the scoop on that, too. From home health care to support groups in your area, we'll track them down for you. And whether you're moving in or moving out of the neighborhood, you can count on us. Get tips on how to buy or sell a house and find a mover. Check out some great advice on buying a car. Find education opportunities — for your children and yourself.

We're your watch dog. Why worry about identity theft? Get identity monitoring for free. And keep an eye on your credit. Learn how to get your free annual credit report. Know more, worry less. Read up on household and online safety for yourself and your kids. We've got your real watch dog covered, too. We can help you find pet sitters and pet adoption services.



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We're your coach. Take control of your life, accomplish your personal goals and make your dreams come true. We can help you make a plan, get you headed in the right direction and give you tips for making it all happen. We also can help you succeed on the job. We can teach you how to lead effective meetings and get credit for your work. Plus, you can test yourself on how well you can manage conflict in your personal relationships.

And yes, we're good listeners. We're here for you by phone and online. You get 24/7 toll-free access to counselors. You can speak with a legal or financial expert for help on divorce, custody, consumer issues and more. Call 800-865-1044 to get confidential help. And when you're on anthemeap.com and need help, we're there too.

Keeping a healthy, balanced life has never been easier. Let your Employee Assistance Program help.

Put your Employee Assistance Program to work and balance your life like a pro.

Visit anthemeap.com. Login: COOK

Get help with whatever you need:

- Finding child care or summer camps
- Elder care resources
- Free identity theft monitoring
- Vacation planning tips
- Budgeting tools
- Legal forms
- Pet care resources
- Car and home buying advice
- Career advice
- College planning tips



*It's like having a personal
assistant for your life*
Employee Assistance Program website

Do you have a hectic schedule? Is your to-do list getting longer each day? If so, your Employee Assistance Program (EAP) website at anthemeap.com can help.

For example, the EAP website has easy-to-use tools that can help you:

- Find day care for children and elder care for parents
- Set goals for your retirement
- Choose a pet sitter when you go away on a vacation

Do you need help with a challenging problem?

If you want to talk with someone about an issue, you can call your EAP 24 hours a day, seven days a week at 800-865-1044. If you need to meet with a licensed counselor, we can make an appointment for you. If you have money or legal problems, we can put you in touch with a financial advisor or lawyer.

We understand how important privacy is when it comes to subjects like these. So, rest assured that your friends, family and employer can't find out about your use of EAP services, unless you give your written permission.*

You can use the website to find resources near where you live or work. Just put in your ZIP code in the search feature.

The website is ready 24/7, so when you need help, just go to anthemeap.com and enter COOK. You can find other resources, such as:

- Online tools and seminars for living healthier
- Articles about educational choices for you or your children
- Tips for balancing your personal life and work

These services are provided at no cost to you and everyone who lives in your home. There's no need to sign up — you're automatically enrolled.

*In accordance with federal and state law, and professional ethical standards.

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Break free from tobacco

EAP's Live Tobacco Free program can help you quit for good.

Tobacco can be a hard habit to break, especially if you try to quit all on your own. Let your EAP help you. The Live Tobacco Free program offers you and members of your household a combination of online support and one-to-one coaching to break free from tobacco and stay healthy.

It's easy to get support online

The Live Tobacco Free online program helps you understand what's holding you back from quitting. Through 10 interactive sessions, you'll learn simple strategies to help you end your emotional and physical ties to tobacco. You'll also get helpful information on how to manage the stress of quitting.

Connect with a coach

In addition to online support, you'll work directly with a specially trained coach who knows how to help you quit. You'll get encouragement and detailed guidance on your journey to a tobacco-free life. For example, your coach can help you define the reasons why you use tobacco and set goals for quitting. You can choose to connect with your coach on the phone or through instant messaging (IM).

Your coach can also help you deal with managing your weight and setting fitness goals. By encouraging you to change your tobacco habits and stay fit, your coach can help you get on track to living your healthiest.

Are you ready to start in a new direction? Call EAP at **800-865-1044** today or visit **anthemeap.com** and enter **COOK**.

Like all Employee Assistance Program (EAP) services, Live Tobacco Free is available to you and members of your household at no cost. Call us at 800-865-1044 or visit anthemeap.com and enter **COOK**.



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Work-Life resource and referral

Employee Assistance Program legal services

Peace of mind for your legal concerns

The law can be confusing. And a legal problem of any kind can cause worry, fear and stress. That's why your work-life service offers a program to help you understand and work through the confusion of legal issues.

Why call?

Your EAP legal service has experts available to talk to you about a variety of legal topics. They can help you with:

- Divorce and custody issues
- Adoption
- Real estate
- Personal injury
- Landlord/tenant issues
- Small claims
- Estate planning
- Criminal matters

Your EAP will set you up with a legal expert who can offer help and advice. It can save you time, too. But, the most valuable thing that your EAP offers is peace of mind.

How your legal service works:

- The program gives you and your household members access to expert legal help by phone or in person, depending on what you need.
- Consultations are a free, half-hour session per issue per year with a lawyer who is trained in your concern.
- This service is available anywhere in the United States.
- If you need a lawyer, you can get a discount on attorney fees.
- Attorneys can't self-refer by phone, which means you get unbiased advice.
- Other helpful legal resources are also online as part of the work-life website.

Call 800-865-1044 or visit anthemeap.com and enter COOK.



*Federal and state laws apply. Matters involving disputes or actions between members and their employer or other work related issues, malpractice issues or issues involving benefits, Anthem or its parent company or affiliated companies are specifically excluded from this service. Also excluded are matters that, in the opinion of the attorney, lack merit. Court costs, filing fees, fines and costs incurred beyond this initial consultation are the responsibility of the member. Legal consultations are available on a per issue per 12 month period.

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myStrength

The health club for your mind™¹

Are you looking for daily tips and help to deal with stress or anxiety? You can find support and tools with myStrength on your computer or mobile device. This online resource gives you information based on the latest research to help you and your household members handle stress and other issues. myStrength is available at no cost to you as part of your Employee Assistance Program. Just go to antheameap.com to sign up and get started.

myStrength offers confidential resources to support you 24/7, including:

- Videos, articles, quotes and inspirations.
- Tools and exercises to help you develop a personal action plan and make healthy changes.
- Online learning to handle anxiety, depression and substance abuse.
- Mood trackers so you can assess your progress.

To learn more about myStrength and other services, go to antheameap.com and enter **COOK** or call 800-865-1044.



Get started today

Here's how to sign up for myStrength:

1. Go to antheameap.com and enter **COOK**. Find the *myStrength Center* and choose the **Sign-up** button.
2. Set up your account and unique password.
3. Take the confidential *Wellness Assessment* and fill out the personal profile. Both take just a few minutes to complete.
4. Your answers will help create your personal home page with topics and updates that interest and inspire you.
5. Take myStrength with you on the go by downloading the iOS or Android app.

Your privacy is our top priority

We're committed to keeping your information safe, secure and completely confidential by using passwords, encryption, dedicated servers and other precautions.



¹ The health club for your mind is a trademark of myStrength, Inc.

myStrength is not a health care provider and does not provide medical advice, diagnosis or treatment. If you are currently thinking about or planning to harm yourself or someone else, please call 911, go to the nearest hospital emergency room, or call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255).

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Work-Life resource and referral

Employee Assistance Program Legal, Financial and ID Recovery

We've got the help you need

Legal problems can be stressful. You worry about financial matters. And identity theft can be scary. You and your household members could use a little help when things like these happen. That's why your Employee Assistance Program (EAP) offers ways to help you through them.

Our team of experts is ready to help. The EAP will set you up with professionals who can offer advice that can save you time and money. But the best thing they can offer is peace of mind.

Help is just a toll-free call away.

Legal consultation

Your EAP offers access to expert legal help. You can speak with an attorney over the phone or meet in person, depending on what you need. Consultations are free, half-hour sessions with a lawyer who is trained in your concern – whether it's child custody, divorce, estate planning or even a landlord issue. If you need a lawyer for your case, you can get a discount on attorney fees. There is also a large library of legal resources and forms you can use online.

Financial consultation

We have financial counselors and educators ready to answer your questions.

This free service gives you and your household members toll-free access to financial counselors who can help. They're experts in a wide range of financial topics. That includes bankruptcy, budgeting, controlling debt, estate planning, mortgages and setting long-term goals for your money. Online resources include articles, financial calculators and other handy budgeting tools.

ID recovery and credit monitoring

You and your household members are eligible to receive free monitoring and theft resolution services 24 hours a day, seven days a week. This may include completing any needed paperwork, reporting to the consumer credit agencies and negotiating with creditors to fix your debt history. Our experts can also work with you to get your financial identity back to the way it was before the identity theft happened.

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