

# Employee Assistance Program Summary

Web Site: [www.mylifevalues.com](http://www.mylifevalues.com)

User ID: GICF

Password: GICF

Phone: 800-272-7252

**All Employees  
are eligible to  
use these  
benefits from  
date of hire!**

## Features/ Services

Unlimited, 24-hour telephonic access	You have unlimited, toll-free access to EAP dedicated staff, 24 hours per day.
Ready Clinician Access	After a brief screening you will be given ready telephonic access to licensed behavioral health professionals.
Counseling Sessions	<p>You and all members of your household can each receive up to the designated # of face to face counseling sessions that have no direct cost to you, such as copays or deductibles.</p> <p>If counseling beyond the pre-determined number is needed, Aetna EAP will facilitate additional counseling sessions through your medical benefits plan, when available.</p> <p>Sessions of face to face counseling are included in your program. You can access these counseling sessions once per year for any one issue. There is no limit to the number of issues.</p>
Comprehensive Provider Network	The Aetna EAP has a nationwide provider network for the counseling sessions described above, that is subject to the same credentialing standards applied to all participating Aetna network providers and includes psychologists, social workers, marriage and family therapists, etc.
Interactive Web Resource	You have direct access to a full range of web-based tools and resources, such as easy to find information, self assessments, and more, on a variety of relevant topics. Your home page quickly displays your EAP choices so that you can start getting the help you need.
Program Eligibility	<p>Goodwill Industries of Central Florida extends EAP benefits to all active employees, COBRA participants and terminated employees up to 36 months after the last day worked.</p> <p>Dependents on the plan include: individuals covered under the employees health plan benefits, household members, your adult children up to age 30 under Florida Statute Requirements as well as your adult children under age 26, whether they live at home or not.</p>
Legal Services	<p>You get:</p> <ul style="list-style-type: none"> <li>• ½ hour free consultation with selected plan attorney for an unlimited number of new legal topics each plan year related to general law, medication services, special needs, document preparation.</li> <li>• A discount of 25% off the hourly rate charged by the plan attorney for any legal services not covered and/or beyond the ½ hour initial consultations referenced above.</li> <li>• Services available during regular business hours</li> <li>• All initial consultations (and discounted consultations) must be for legal matters related to the employee and eligible household members.</li> </ul>

## Features/ Services

Financial Services	<p>You get:</p> <ul style="list-style-type: none"> <li>• ½ hour free consultation on an unlimited number of new financial counseling topics each plan year.</li> <li>• Topics include budgeting, credit, debt, retirement, college funding, buying vs leasing, mortgages/refinancing, financial planning, tax questions and preparation, IRS matters, tax levies and garnishments, consumer credit counseling, community services</li> <li>• A discount of 25% off the tax preparations services</li> <li>• Services available during the regular business hours</li> <li>• All initial consultations and discounted services must be for financial matters related to the employee and eligible household members.</li> </ul>
Identity Theft Services	<p>You get:</p> <ul style="list-style-type: none"> <li>• One hour telephonic fraud resolution consultation</li> <li>• Coaching and direction on prevention and restoring credit for victims of ID theft.</li> <li>• Free identity Theft Emergency Response Kit for Victims of ID Theft.</li> </ul>
Rewards Mall and Coupon Clipper	<p>Web Services that enable members to earn rewards for later purchases at over one thousand online shopping sites and take advantage of discounts on brand-name products and services, in categories such as automotive, books/music/movies, clothing, computer electronics, department stores, flowers/gifts, gift card merchants, grocery, health/beauty, home/garden, jewelry/fragrance, office supplies, pets, restaurants, sports, toys, travel and more. Coupon Clipper provides links to in-store and online coupons in your neighborhood.</p>

