

# Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a *free, confidential* service that's available to you, your family, and anyone living in your household.

The EAP, administered by Cigna, provides phone, video-based, and face-to-face support plus online resources to help with personal and financial concerns.

## HOW IT WORKS

You don't need an identification card to use the EAP, but you do need an EAP code, available from an EAP advocate or the Cigna website, for face-to-face services. Simply call the EAP or log in to the website to access EAP services.

**Call 866-640-2772** anytime, any day. EAP advocates are available 24/7 listen to your concerns, help guide you to a solution, and direct you to helpful resources.

**Log in to [mycigna.com](https://mycigna.com) > Coverage > Employee Assistance Program (EAP)** to live chat with an EAP advocate, get an EAP code for face-to-face visits, and locate work-life balance resources. (A one-time registration is required; visit [pensions.org/eap](https://pensions.org/eap) for step-by-step instructions.)

## EAP SERVICES

The EAP provides the following services at no cost to you or your household members.

**Phone consultations** - You have unlimited access to licensed clinicians by phone for concerns such as a friend or family member's substance use, conflicts with a coworker, or marital issues. For phone consultations, call the EAP and ask to speak with a clinician, or log in to [mycigna.com](https://mycigna.com) and schedule a call.

**Counseling sessions** - In addition to phone consultations, you can have up to six private counseling sessions per issue per year with a provider in the Cigna Behavioral Health EAP network. Sessions may be face-to-face, video-based, or by phone.\*

**Note:** After your six free sessions, if you continue with the Cigna counselor and he or she does not participate in your medical network, you will incur out-of-network costs. If you are enrolled in the EPO or HDHP, your medical coverage does not pay for out-of-network care, so visits beyond the six free sessions through the EAP will not be covered.

**Legal assistance** - You can get a 30-minute telephone or face-to-face consultation with a participating attorney plus a 25 percent discount on select fees (consultations related to employment matters are not available).

**Identity theft assistance** - You can have a 60-minute expert consultation by phone to learn what you can do to protect yourself from identity theft, or for help if you are victimized.

**Financial consultation** - You can have 30-minute telephone consultations with a qualified financial specialist on issues such as budgeting, clergy tax issues, credit repair, debt counseling, tax planning, retirement planning, college funding, and more.

**Tax assistance** - You receive a 25 percent discount on regular tax preparation services through the EAP. The discount covers one federal tax return, Schedule A (itemized deductions), Schedule B (dividends/interest), and one state income tax return. If additional forms are required, such as for rental property or a small business, the charge is \$65 per form. You must call the EAP at 866-640-2772, to get this discount.

\* Sessions by phone with an EAP provider are not a substitute for face-to-face or video visits. Members should contact Cigna to request counseling sessions by phone. Authorization is required for telephone sessions.

All EAP  
services are completely  
confidential, and there's  
no cost to you.



THE BOARD OF PENSIONS  
OF THE PRESBYTERIAN CHURCH (U.S.A.)

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[pensions.org](https://pensions.org)

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# Employee Assistance Program (EAP)

## WORK/LIFE BALANCE RESOURCES

You can also use the EAP to find resources on a wide variety of topics to help you balance your work and life needs:

- adoption, childcare, parenting
- aging, eldercare, senior health
- personal growth, relationships
- healthy living
- career development, workplace diversity, career transition
- consumer tips, home improvement, home buying or selling
- immigration, living abroad

To access these resources, including articles, checklists, and e-learning materials

- call the EAP at 866-640-2772; or
- log in to **mycigna.com**:
  - Select **Employee Assistance Program (EAP)** under **Coverage**; and
  - click on the **Work/Life Resources** link.

## LEARN MORE

For more information, visit [pensions.org/eap](https://pensions.org/eap), or log in to [mycigna.com](https://mycigna.com). If you have questions, call the EAP at 866-640-2772, or the Board at 800-773-7752 (800-PRESPLAN).



### Free resource

There's no cost  
to you to use  
the EAP.



### Completely private and confidential

The EAP is a professional,  
confidential resource that can help  
with just about any concern.



### Convenient

EAP advocates  
are available 24/7  
by phone or online.

*This is not a full description of benefits and limitations of the plan. If there is any difference between the information presented here and the provisions of the Benefits Plan of the Presbyterian Church (U.S.A.), the plan terms will govern. Visit [pensions.org](https://pensions.org) or call the Board at 800-773-7752 (800-PRESPLAN) for a copy of the plan document.*



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