

Employee Assistance Program

For more information, you can go to the EAP site [by clicking here](#).

The Employee Assistance Program (EAP), provided through Cigna Behavioral Health, is a free, confidential service that can help you with life's daily challenges or bigger concerns. The EAP is included with all medical options (PPO, EPO, or HDHP) offered through the Board of Pensions.

You, your eligible family members, and anyone living in your household can access the EAP 24/7 by calling 866-640-2772 or logging in to the [Cigna website](#) (one-time registration required). All EAP services are confidential, and there's no cost to you or anyone in your household.

[How to access the EAP and steps to register online](#)

EAP services

EAP advocates are available 24/7 to provide referrals and guide you to the right solution. Contact them if you need help with just about any issue:

- stress, anxiety, or depression
- substance use
- relationship or family concerns
- workplace conflicts
- dealing with a crisis
- adoption services
- childcare and parenting
- eldercare
- pet care
- work/life balance

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

Phone consultations

You have unlimited access to licensed clinicians by phone for routine or urgent concerns, such as a friend or family member's substance use, conflicts with a coworker, or marital issues. To access phone consultations, call the EAP and ask to speak with a clinician, or log in to the Cigna website and schedule a call.

Counseling sessions

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

Note: The EAP is administered by Cigna, which refers members to Cigna-participating psychologists and other counselors. After your six free sessions, applicable copays, copayments, and/or deductibles apply if using the behavioral health benefits under your medical coverage. If you continue with the Cigna counselor and he or she does not also participate in the Medical Plan's network, you may incur out-of-network costs. Any ongoing therapy must be with a network counselor to be covered at the network rate. *If you continue seeing an out-of-network counselor and you are enrolled in the EPO or HDHP, you will have no coverage beyond the six free sessions.*

**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.*

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 for services such as adoption, family law, and will preparation (consultations related to employment matters are not available).

Identity theft assistance

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

Financial consultation

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

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 Cigna Behavioral Health at 866-640-2772, to access this discount.

The EAP is not available to those enrolled in the Medicare Supplement Plan.

Documents

- [Employee Assistance Program \(EAP\) overview \(PDF\)](#)
- [Guide to Your Healthcare Benefits \(PDF\)](#)