

Aetna Resources For LivingSM

Employee Assistance Program (EAP) & Worklife Services for Ysleta ISD

To access services, simply call 1-888-238-6232
or visit us online at www.mylifevalues.com
Username: Ysleta ISD
Password: eap



Aetna Resources For Living services are available to you, all members of your household and your adult children up to the age of 26, regardless of your medical insurance coverage. Services are confidential and are available 24 hours a day, 7 days a week.

Counseling and Relationship Support

- Unlimited, toll-free telephonic access to EAP dedicated staff, 24 hours per day
- Telephonic access to licensed behavioral health professionals
- Support, consultation and resources for stress, family relationship issues, anger management, substance abuse, and helping you balance work and home life
- 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
- 5 face to face counseling sessions, with licensed network professionals, at no cost to you; i.e., no copays or deductibles

Worklife Balance

- Consultation, information, and assistance with locating resources that families need, such as:
 - Child care
 - Parenting
 - Special needs
 - Urgent/daily living needs
 - Summer care
 - Convenience/personal services
 - Pet care
 - Elder care
 - Caregiver support
 - Care for people with disabilities
 - Adoption
 - Temporary back-up care
 - School/college planning
 - Consumer information
- Online Discounts on brand-name products and services, including categories such as computers & electronics, theme parks, movie tickets, local attractions, travel, gifts, apparel, child and elder care, flowers, jewelry, fitness centers and more
- Care Kits related to child care, prenatal or adult care

Legal Services

- 1/2 hour free consultation with a participating attorney for each new legal topic (each plan year) related to:
 - General law (excluding employment law)
 - Special Needs, including emergency matters
 - Mediation Services
 - Document preparation
- A discount of 25% off the hourly rate charged by the participating attorney for any legal services not covered and/or beyond the 1/2 hour initial consultations referenced above
- All services must be related to the employee and eligible household members

Financial Services

- 1/2 hour free consultation on new financial counseling topics each plan year
- Topics include Budgeting, Credit, Debt, Retirement, College Funding, Buying vs. Leasing, Mortgages/Refinancing, Financial Planning, Tax Questions & Preparation, IRS Matters, Tax Levies & Garnishments, Consumer Credit Counseling, Community Services
- A discount of 25% off the tax preparation services
- All services must be for financial matters related to the employee and eligible household members

Other Services

- Identity Theft Services--One hour telephonic fraud resolution consultation as well as coaching and direction on prevention and restoring credit for victims of ID Theft, and a free Identity Theft Emergency Response Kit for victims of ID Theft

Aetna Resources For LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies (Aetna). The EAP is administered by Aetna Behavioral Health, LLC. In California for Knox-Keene plans, Aetna Health of California, Inc. and Health and Human Resources Center, Inc.

All EAP calls are confidential, except as required by law. Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not. This material is for informational purposes only. It contains only a partial, general description of programs and services and does not constitute a contract. EAP instructors, educators and network participating providers are independent contractors and are neither agents nor employees of Aetna. Aetna does not direct, manage, oversee or control the individual services provided by these persons and does not assume any responsibility or liability for the services they provide and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.