



# Horizon Health EAP Services

Employee Assistance Program with Telephone and  
3 Face-to-Face Assessment and Counseling Sessions



Standard Insurance Company

Group Insurance  
EAP Services



## Horizon Health EAP Employee Assistance Program and WorkLife Services

Standard Insurance Company provides the Horizon Health EAP and WorkLife services as a benefit to group Long Term Disability insurance policyholders to demonstrate our commitment to helping maintain healthy and productive workforces. A valuable resource to your employees and their household members, these services are provided by Horizon Health EAP Services, a nationally recognized leader in the field of employee assistance programs.

With the Horizon Health EAP program, your employees and their household members can receive confidential help and guidance on a wide range of issues. The Horizon clinical professionals are ready to answer calls and make referrals in response to marital or family difficulties, emotional strain, depression, anxiety, substance abuse, job-related problems, dependent care needs, legal or financial troubles including ID theft, and other conflicts confronting your employees. When the need arises, employees can depend upon Horizon for professional support and assistance.

Please take a few minutes to review this brochure. It includes a summary of the benefits and the terms and conditions of the coverage. If you have any questions about the Horizon Health EAP services, please contact the Employee Benefits Sales and Service Office for your area at 800.633.8575.

## Solutions for Employees and Their Household Members

The EAP and WorkLife services provide employees with consultation, information and referrals to community resources for a variety of concerns, including:

- Marital or relationship difficulties
- Stress management
- Troubled children or adolescents
- Parenting issues
- Alcohol and drug use
- Legal and financial problems, including ID Theft
- Illness or loss of a loved one
- Depression and anxiety
- Emotional well-being
- Child care services
- Adult and elder care services
- Emergency and back-up care
- Adoption programs
- Special-needs programs
- Education resources

In addition to the consultation and referral services, employees benefit from:

- Access to a member advocate, 24 hours a day, 365 days a year
- Personal, confidential screening and responses
- Training modules
- Goal and success planning
- Follow-up on plans and goals
- Access to thousands of articles
- Informative and educational materials
- Additional reading lists

Employees and their household members may access the services by calling toll-free **888.293.6948** or by visiting the HorizonCareLink<sup>SM</sup> website at **[www.horizoncarelink.com](http://www.horizoncarelink.com)**.

In addition to telephone consultation and internet access to these services, up to three face-to-face assessment and counseling sessions may be scheduled, on a per-issue basis, for the evaluation and short-term treatment of mental health and substance abuse issues. Counseling sessions are provided by Horizon's national network of more than 14,000 licensed providers.

## Solutions for Managers

The Horizon Health EAP program includes the following basic services for employers:

- Unlimited management consultation and assistance with experienced professionals, 24 hours a day via a toll-free telephone number, to address human resource matters, regulatory requirements, troubled employees, productivity issues and stressful incidents
- Policy consultation and assistance with drafting and updating policies related to the Americans with Disabilities Act, Equal Employment Opportunity laws, sexual harassment, and alcohol and drug abuse
- On-site Critical Incident Stress Management session(s) designed to provide group support for members witnessing a workplace accident, death or other workplace trauma

In addition, employers can benefit from:

- More than 12,000 articles on managing personal and health issues
- Quarterly supervisor newsletter and monthly bulletins
- Answers to frequently asked questions
- Reports on program performance
- Management of employee referrals for counseling services

## Optional Management Services

Available on a fee-for-service basis, employers may include the following as part of their package:

- Workplace seminars and training sessions on a wide variety of topics, including workplace diversity, violence in the workplace, stress management, dealing with change, drug-free workplace, sexual harassment, balancing work and family, and many others
- Employee orientation meetings meant to acquaint eligible employees with the operation of the EAP and encourage employees to use the EAP

Contact Horizon Health EAP Services at **888.293.6948** for more information or to request these optional management services.

## Terms and Conditions

This program is offered in conjunction with Standard Insurance Company and is subject to the terms and conditions of the Service Agreement issued by Horizon Health EAP Services. The services described in this brochure are provided by and are the sole responsibility of Horizon.

The relationship of Horizon to The Standard is that of an independent contractor. Horizon warrants that it will perform all of its services in a commercially reasonable manner. This warranty is in lieu of, and Horizon expressly disclaims, all other warranties, expressed, implied or otherwise.

For more information about the Horizon Health EAP services, please contact the Employee Benefits Sales and Service Office for your area at 800.633.8575



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