



Benefits Overview

EMPLOYEE ASSISTANCE PROGRAM

The Board of Pensions administers the Benefits Plan of the Presbyterian Church (U.S.A.), providing pension, healthcare, death, and disability benefits to qualifying members who serve, or have served, the PC(USA). The Board also provides financial and vocational grants through the Assistance Program.

This Overview summarizes a key element of the Board's plans, programs, or services.

SUMMARY

The Employee Assistance Program (EAP) is a confidential resource provided at no cost to employees enrolled in medical coverage. The EAP can help with a variety of personal concerns, from handling everyday stress and anxiety, to dealing with disasters and other traumatic events, to achieving better work/life balance. The program offers phone and in-person support, personalized assistance, and referrals to licensed counselors and professional resources in the member's community.

ELIGIBILITY

Active members enrolled in the Highmark Blue Cross Blue Shield PPO or EPO, their eligible family members, and any other persons living in an active member's household are eligible to use the EAP.

SERVICES

Administered by Cigna Behavioral Health, the EAP provides a range of services at no cost, including the following:

- **Counseling** — up to six face-to-face counseling sessions per issue with a credentialed network counselor
- **Telephone consultation and support** — immediate assistance with critical emotional needs and for help with behavioral health-related questions, problem identification, problem-solving skills and approaches, and/or resources to address behavioral concerns (includes management consultations and related resources)
- **Legal assistance** — 30-minute telephone or face-to-face consultation with a participating attorney
- **Financial consultation** — 30-minute telephone consultation with a qualified specialist on issues such as debt counseling and planning for retirement (Refer to the Employee Assistance Program Enhanced Financial Services Benefits Overview for details.)
- **Child care** — resources and information about parenting and prenatal care and referrals to child care providers, before- and after-school programs, camps, and adoption organizations

- **Senior care** — resources and referrals for home health agencies, assisted living facilities, social and recreational programs, and long-distance caregiving
- **Identity theft** — 60-minute consultation with a fraud resolution specialist
- **Disasters, violence, drug and alcohol addictions, depression, eating disorders, work/life balance** — educational materials prepared by experts, webinars, and other resources for coping with challenges such as these

CONTACT INFORMATION

To speak with an EAP advocate, call **866-640-2772** 24 hours a day, seven days a week. Or, go to **signbehavioral.com**, where, on the home page, members can access a live chat feature for communicating with an advocate or a credentialed counselor, as needed.

To access the many other resources available to members, sign in as a member:

- Click on **Login to access your benefits** in the upper left-hand menu.
- Scroll down until you see the **Employer ID** field on the left.
- Enter Employer ID: **pcusa** in lowercase letters with no spaces.
- Click **Go**.

From here, the **Find a Provider** search function can be used to find the nearest EAP provider.

Members, their eligible family members, and household members do not need ID cards to access EAP services but do need an authorization number, available from an EAP advocate (see **Contact Information**).

If any discrepancy exists between this Overview and the official Benefits Plan document, the official plan document governs. Visit pensions.org or call the Board of Pensions at 800-773-7752 (800-PRESPLAN) for a copy of this official document.

Benefits through the stages of your life.

