

The Board of Pensions administers the Benefits Plan of the Presbyterian Church (U.S.A.), offering retirement, healthcare, death, and disability benefits to qualifying members. The Board also provides financial and vocational grants through the Assistance Program.

## 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, video-based, and in-person support; personalized assistance; and referrals to licensed counselors and professional resources in the member's community.

## Eligibility

Active members enrolled in one of three medical coverage options: the preferred provider organization (PPO), the exclusive provider organization (EPO), or the qualified high deductible health plan with health savings account (HDHP/HSA); their eligible family and any other persons living in an active member's household are eligible to use the EAP.

## Services

Administered by Cigna, 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
- **Behavioral Telehealth** — online conferencing through smartphone, tablet, or computer, as an alternative to a face-to-face visit (covers the same number of sessions available for face-to-face counseling, per issue per year)
- **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 (see to the Benefits Overview: Employee Assistance Program Enhanced Financial Services 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 **mycigna.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/Register** in the upper left-hand menu.
- The first time you visit the site click **Register Now** to set up a user ID and password (use pcusa for Primary Customer's Employer ID).
- Login with your user ID and password.

From here, select **Review My Coverage** to find a licensed EAP counselor near you.

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**).

*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](http://pensions.org) or call the Board at 800-773-7752 (800-PRESPLAN) for a copy of the plan document.*