



CIS

Benefit Connections

YOUR BENEFITS, DISCOVERED

December 2017

YOUR EAP- REDEFINED

What is an EAP?

An Employee Assistance Program (EAP) is a confidential benefit pre-paid by your employer that provides such services as in-the-moment support, short-term counseling, referrals, prevention/education resources, and crisis intervention. CIS Benefits provides EAP services to all employees and family members covered by CIS medical plans.

On Jan. 1, CIS will begin working with Deer Oaks EAP Services, providing members with more services than ever.

About Deer Oaks

Welcome to your new EAP provider! Deer Oaks EAP Services is a national and global provider that's been administering EAP and work-life programs for more than 25 years. They're dedicated to helping you (**Brandon Beachamp from Dufur**) improve your health and well-being through high quality, employee-centric services that are confidential, and give you reliable guidance for a wide range of life's challenges. Whether it's stress management, family care options, anxiety, depression, dealing with grief and loss, legal concerns, or financial challenges, Deer Oaks is there when you need them. With all of the great services it offers, Deer Oaks can be part of your daily life.

All employees and their dependents/household members are eligible to access services 24 hours a day, seven days a week by calling their toll-free helpline, (888)993-7650 or using the iConnectYou Smartphone App. Their caring staff will be available to assist you.

Are you one of our secret winners?

We've randomly selected four winners and buried their names and employer in the text. If you find your name, email EmployeeBenefits@cisoregon.org by Jan. 31, 2018. We'll confirm who you are and then mail you your gift card.

Continued on next page



Your Benefits, Discovered



Continued from previous page

What services are available to me and my family?

Balancing work with life's other responsibilities can be a challenge. But your EAP is here to help! Below are some of the free benefits available.

24/7 Program Access

You (**Jackie Mills from Mt Angel**) may access your EAP 24/7 by calling the toll-free Helpline or using the iConnectYou Smartphone App. You'll be assisted by a master's level counselor who can answer your questions, conduct intake, provide in-the-moment support, provide a clinical assessment, and connect you with other resources. You may also instant message with one of our work-life consultants regarding child care, elder care, and other work-life issues via the online LiveCONNECT module available on our website.

Short-term Counseling- 8 Sessions

You're eligible to receive up to eight (8) sessions for short-term counseling per separate issue every 12 months. Referrals are made to our network of local counselors for in-person counseling. Structured telephonic, video, and SMS text counseling are also available.

Referrals

In addition to counseling, your EAP provides referrals to local community resources, your health plans, support groups, legal resources, and child/elder care services.

iConnectYou App

Deer Oaks introduces our iConnectYou App — EAP on the go! The app is available for free and can be download via iTunes and Google Play stores. Through iConnectYou, you (**Benjamin Romero from Hillsboro**) can talk to a counselor 24/7 via phone, video, instant messaging, or SMS text.

Features

- Access your EAP at the click of a button
- Calls, instant messaging (IM), short message service (SMS), video, and articles
- Members can connect with experts instantly, 24 hours a day, 365 days a year, or make arrangements for a later appointment
- Accessible by iOS and Android devices
- Browse our self-help resources with a few swipes on the phone

Access iConnectYou starting **Jan. 1** using code 131247.

In addition to iConnectYou, you may also access services by calling the Helpline or connect with a work-life consultant through LiveCONNECT instant messaging on their website.



Continued on next page



Your Benefits, Discovered

Continued from previous page

Legal Assist

Have a legal issue? Call your EAP. You can receive a free 30-minute telephonic advice or in-person consultation with one of Deer Oaks in-plan attorneys. If you (**Sandra Abrams from Northwest Senior and Disability Services**) need representation, you'll receive a 25 percent discount off the attorney's hourly fee.

Financial Assist

If you're struggling with finances, call your EAP and speak with one of their accredited financial counselors. They're qualified to advise you on a range of financial issues such as bankruptcy prevention, debt reduction, financial planning, and identity theft. Unlimited telephone consultations are included.

Work-Life Consultation & Referrals

Your EAP Work/Life Consultants are available day and night to assist you with locating nearly endless resources such as finding care for pets, personal care, travel, home improvement contractors, education, and managing day-to-day responsibilities at home, and work. All provided referrals are qualified and matched to your specific needs and requirements. For example, is the agency within a reasonable distance of your work or home? Does the agency have availability meeting your requirements? Does the agency's fees meet your budget? Referral packets are provided within three business days for standard cases and within six business hours for urgent cases.

Take the High Road Program

Your new EAP will reimburse you for your cab, Lyft and Uber fares in the event that you're impaired by a substance or by extreme emotional distress. This service is available once per year per participant, with a maximum reimbursement of \$45 (excludes tips).

Online Resources

Visit www.deeroakseap.com for a full library of informative articles, handy assessments, and other valuable resource links. They also have helpful pre-recorded webinars and videos. The login and password is CIS.

Need a ride?

Deer Oaks, our EAP, is concerned about your safety and the safety of others. If you can't drive safely due to medication, emotional distress, or impairment for another reason, call for a ride.

As part of your EAP program, Deer Oaks will reimburse you, your dependents, and household members for their cab, Uber, Lyft, and other ride-sharing and car service options up to \$45 once per year. Reimbursement doesn't include tip.

The process is simple, and like all other EAP services, confidential. First, make the safe choice to call for a ride. Keep your receipt and call us the next day for instructions on submitting your receipt. It may take up to 45 days for reimbursement.



