



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



What services are available to me and my family?

24/7 Program Access

Short-term Counseling- 8 Sessions

Referrals

iConnectYou App

Features

- 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.

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.

• • • • •



Deer Oaks EAP Services

EAP Fact Sheet



The Deer Oaks Employee Assistance Program (EAP) is a free service provided for you and your dependents by your employer. This program offers a wide variety of counseling, referral, and consultation services, which are all designed to assist you and your family in resolving work/life issues in order to live happier, healthier, more balanced lives. These services are completely confidential and can be easily accessed by calling the toll-free Helpline listed below.

DEER OAKS EAP IS A RESOURCE YOU CAN TRUST.

Eligibility: All employees and their household members/dependents are eligible to access the EAP. Retirees and employees who have recently separated from the employer will continue to have access to services for up to six (6) months post-employment.

Program Access: Members may access the EAP by calling the toll-free Helpline number, downloading the iConnectYou Smartphone App, or instant messaging with a Work/Life Consultant through LiveCONNECT available on our website.

Telephonic Assessments & Support: All clinical EAP cases receive a thorough telephonic clinical assessment. In-the-moment telephonic support and crisis intervention are also available 24/7.

Short-term Counseling (up to 8 sessions): Referrals are made to local clinicians for in-person short-term counseling. Counseling is also available via structured telephonic sessions, video, and SMS text.

Tele-Language Services: Deer Oaks has the ability to provide therapy in a language other than English if requested. Services are available for telephonic interpretation in 200 of the most commonly spoken languages and dialects.

Referrals & Community Resources: Counselors provide referrals to local community resources, member health plans, support groups, legal resources, and child/elder care services.

Advantage Legal Assist: Free 30 minute telephonic or in-person consultation with a plan attorney; 25% discount on hourly attorney fees if representation is required; unlimited online access to a wealth of educational legal resources, links, tools and forms; interactive online Simple Will preparation; access to state agencies to obtain birth certificates and other records.

Advantage Financial Assist: Unlimited telephonic consultation with a financial counselor qualified to advise on a range of financial issues such as bankruptcy prevention, debt reduction and financial planning; supporting educational materials available; objective, pressure-free advice; unlimited online access to a wealth of educational financial resources, links, tools and forms (i.e. tax guides, financial calculators, etc.).

ID Recovery: Free telephonic consultation with an Accredited Financial Counselor; information on steps that should be taken upon discovery of identity theft; referral to full-service credit recovery agencies; free credit monitoring service.

Work/Life Services: Work/Life Consultants are available to assist members with a wide range of daily living resources such as pet sitters, event planners, home repair, tutors and moving services. Simply call the Helpline for resource and referral information.

Find-Now Child & Elder Care Program: This program assists participants caring for children and/or aging parents with the search for licensed child and elder care facilities in their area. Work/Life Consultants assess each member's needs, provide guidance, resources, and qualified referrals within 3 business days for standard cases and within 6 business hours for urgent cases. Searchable databases and other resources are also available on the Deer Oaks website.

Take the High Road: Deer Oaks reimburses members for their cab Lyft and Uber fares in the event that they are incapacitated due to impairment by a substance or extreme emotional condition. This service is available once per year per participant, with a maximum reimbursement of \$45.00 (excludes tips).

Online Tools & Resources: Log on to our member website to access an extensive topical library containing health and wellness articles, videos, archived webinars, child and elder care resources, and work/life balance resources.

CONTACT US:



Toll-Free: (888) 993-7650



Website: www.deeroakseap.com

Login & Password: oregon

Email: eap@deeroaks.com

iConnectYou passcode: 131247