



March 22, 2019

Dear <<First Name>>,

As you may know, your employer partners with CIS Benefits to provide health insurance benefits. As part of that partnership, CIS provides an Employee Assistance Program (EAP) to employees covered by a CIS medical plan through Regence or Kaiser. We have important information to share with you about our EAP services.

Last year, CIS made the decision to change EAP partners and moved to Deer Oaks. While many employees and/or dependents were able to receive the services they needed, others weren't because of the lack of providers in some areas. While Deer Oaks made a great effort to recruit providers, there were still areas of the state where providers were not available within an acceptable travel distance. Since that doesn't meet the needs of CIS, employers, or covered employees, we unfortunately had to terminate their contract. So, we are again changing partners.

Effective April 1, Cascade Centers is our new Employee Assistance Program. They are located in Portland and have a strong network of providers around the state. Attached is a flyer that summarizes the services offered and how to access them. One major difference in the plan is that Cascade Centers offers five visits per incident instead of the eight offered by Deer Oaks.

If you want to access any of the EAP services, you can contact Cascade Centers on or after April 1 using one of the following options:

Call: 800-433-2320

Email: info@cascadecenters.com

Web: www.cascadecenters.com

Please note: If you or any of your dependents started services with Deer Oaks, you will be able to continue with them for the eight visits, or until the issue is resolved – whichever comes first.

CIS Benefits Team

EAP Summary of Services

A benefit for you and your family members provided by CIS - Effective April 1, 2019

The Employee Assistance Program (EAP) is a **FREE** and **CONFIDENTIAL** benefit that can assist you and your eligible family members with any personal problems, large or small.

Cascade Personal Advantage - EAP Member Site

Innovative educational tools and resources. Chat live with the EAP, take self-assessments, view videos, access personal growth courses, download documents, and more.

- 1) Go to www.cascadecenters.com
- 2) Click "Member Log-In"
- 3) Register as a new user
- 4) For company name enter: **CIS**

Work / Family / Life

Cascade will help locate resources and information related to Eldercare, Childcare or anything else you may need.

Legal Consultations / Mediation

Call Cascade for a free 30 minute office or telephone consultation. A 25% discount from the attorney's/mediator's normal hourly rate is available thereafter.

Financial Coaching

Coaches will provide 30 consecutive days of financial coaching to help develop better spending habits, reduce debt, improve credit, increase savings, and plan for retirement.

Identity Theft

This service provides members with up to a 60-minute free consultation with a highly trained Fraud Resolution Specialist™ (FRS) who will conduct emergency response activities and assist members with restoring their identity, good credit, and dispute fraudulent debts

Home Ownership Program

Assistance and discounts for buying, selling, and refinancing.

Gym Membership Discounts

Discounts for gym and studio memberships, nutrition programs, and wellness resources. To access, visit: www.globalfit.com/cascadeEAP.

Personal Consultation with an EAP Professional

Five (5) counseling sessions face to face, over the phone, or online for concerns such as:

- | | | |
|--------------------|------------------------|-------------------------------|
| • Marital conflict | • Stress management | • Alcohol or drug abuse |
| • Conflict at work | • Family relationships | • Grieving a loss |
| • Depression | • Anxiety | • Career development services |

EAP Tools

- | | |
|---|--|
| • Will Kit Questionnaire and Online Legal Tools | • Life Coaching for personal or professional goals |
| • Tax Preparation Q&A and discounted services | • Pet Insurance Discounts |

WholeLife Directions

Take a confidential survey and get connected to interactive tools to improve the way you feel. Log onto the EAP member site or search **WholeLife Directions** in the App Store or Google Play.



For Assistance:
Call: 800-433-2320
Text: 503-980-1777
www.cascadecenters.com



cis benefits
cisbenefits.org

Cascade's Comprehensive Employee Assistance Services



Your Success is Our Compass!