



**Sometimes we could all use a little help ...**  
That's where your Employee Assistance Program comes in

**Bedford County**

Effective: 07-01-18

**EAP contact information**

Phone: 800-346-5484

Website: [anthemeap.com](http://anthemeap.com)

Login: Bedford County

Twitter: @AnthemEAP

**The Anthem Blue Cross and Blue Shield Employee Assistance Program (EAP) is here to make sure you and your household members have the support you need for emotional well-being. With our many tools and resources, we want to empower you to meet the challenges of modern life — for a happier and healthier future.**

Our many services include:

#### **Telephonic support and referral**

When you're trying to manage emotional-health issues, such as depression, anxiety, substance abuse, grief or stress, you may need extra support. Our team of experts can help by being there, 24/7, to answer your questions over the phone. If you need a referral for a behavioral health therapist, we can also help connect you to a provider through your medical benefit. Plus, we'll link you to other EAP programs and resources so you get the services you need and make the most of your benefits.

#### **Crisis consultation**

Life can get overwhelming — fast. We've got a team of specialists ready to help you get through any crisis. Whether you need a lot of guidance or just someone to listen, you can reach our professional clinical consultants toll free at 800-346-5484, 24/7.

#### **Counseling**

Depression, anxiety, grief and other emotional-health issues may leave you feeling isolated. But with EAP, you're not alone. Our experts are here for you and ready for face-to-face or video sessions. You get up to 4 face-to-face or video (requires activation of LiveHealth Online\*) visits each year for each issue you want to discuss — at no cost.

#### **EAP website**

EAP's website has many resources for you. From healthy recipes and well-being articles to budgeting tools and legal forms, we have something to help you in key areas of your life. Go to [anthemeap.com](http://anthemeap.com) to check out all the great information we've put together. You can also use the live chat feature to talk with a work-life representative about your specific needs.

#### **Work-life balance**

Stress can affect your emotional and physical well-being. EAP is here to help you keep stress in check. Whether you're trying to find child care, senior care or even pet care, EAP's work-life service has the resources you need to manage daily life. See what we offer at [anthemeap.com](http://anthemeap.com) or call one of our work-life representatives at 800-346-5484.

#### **Legal**

EAP offers services to help you work through complex legal issues. You can get a half-hour of no-cost legal advice in person or by phone, depending on what you need.<sup>†</sup> If you want more legal help after the consultation, you can hire the lawyer you spoke with at a discounted fee. We also have free legal forms and other tools for you on [anthemeap.com](http://anthemeap.com).

#### **Financial**

If you're worried about money or could use a little financial advice, EAP can connect you to our certified financial experts for no-cost phone consultations. You can also check out our online library of financial calculators, seminars and other tools at [anthemeap.com](http://anthemeap.com).

**Questions? Just call EAP at 800-346-5484 or go online to [anthemeap.com](http://anthemeap.com) and enter Bedford County.**

### **ID recovery and monitoring**

Identity theft is a common problem today and can be hard to correct. To give you peace of mind, EAP offers theft-resolution and monitoring services, 24/7, at no cost to you. Our resolution specialists will help you fill out paperwork, contact consumer credit agencies, and negotiate with creditors to restore your identity and fix any damage that's been done. To register for these services, go to [anthemeap.com](http://anthemeap.com).

### **myStrength**

Emotional well-being is important for overall health. That's why EAP offers myStrength, a unique wellness program. Like a "health club for the mind," myStrength provides online and mobile resources to promote emotional health. You get free, unlimited access to work-life balance tools, inspirational videos, articles and quotes, as well as step-by-step eLearning modules to help you feel better.

### **Member Center**

The EAP's Member Center makes it easy for you to use our services and find local counselors online. Once you register on [anthemeap.com](http://anthemeap.com) and select a counselor, simply let us know who you're going to see. The process is secure and confidential.

### **Live tobacco-free**

It's no secret that kicking the tobacco habit is hard work. That's why EAP is here to support you every step of the way. You have access to a secure, personalized web portal that includes e-learning modules about quitting strategies. Plus, you can work with a coach, who'll provide guidance, education and resources to help you quit. You can talk to your coach by phone or through the instant messaging feature on [anthemeap.com](http://anthemeap.com) — whichever's more convenient for you. And when you complete six sessions with your coach, you can ask for a certificate of participation to mark your success.

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### **Skill builders**

EAP wants to give you the opportunity to advance your professional development and life skills through online courses on a variety of topics. You can access these classes anytime by logging on to [anthemeap.com](http://anthemeap.com). And when you complete them, you can print out and keep a certificate of participation.

### **On-demand seminars**

For long-term success at home and work, it's important to stay emotionally and physically healthy. To help you get there, EAP offers no-cost, on-demand seminars on a range of health- and wellness-related subjects. You can take them anytime through [anthemeap.com](http://anthemeap.com). We add a new topic each month, so you'll want to keep checking in. Plus, you can submit online questions to our panel of experts and receive private responses.

### **Relocation Center**

Moving is never fun! Whether you're going cross country or just down the street, planning each step can feel overwhelming. EAP wants to make the process a little smoother by giving you tips, tools and a full library of moving-related articles. You can check out all these resources on [anthemeap.com](http://anthemeap.com). You can also talk with one of our work-life representatives directly for more personal guidance.

## CareFamily in-home and live-in senior care

Sometimes you can't provide care for aging loved ones on your own. EAP is here to help you find, hire and manage in-home caregivers for seniors through the CareFamily service. Once you choose the right provider, you'll work out schedules, responsibilities and payment arrangements with the caregiver. The EAP also offers a discount on your premium membership.

## Savings Center

Want to save a little money? EAP's website offers you discounts of up to 25% on everyday and luxury name-brand items through our shopping program. To join, go to [anthemeap.com](http://anthemeap.com) and select Savings Center.

## WellPost blog

Check out EAP's health and wellness blog today at [anthemeap.com](http://anthemeap.com)! It covers a wide range of topics, written by experts in those fields, to help you meet everyday challenges and live life to the fullest.

## Twitter

Want the latest tips for staying healthy and balancing work-life needs? Follow us on [@AnthemEAP](https://twitter.com/AnthemEAP) for all that and more!

**EAP is here to help you find a better balance in life – and we hope you and your household members take advantage of our many tools and resources. If you have questions or want more details, please call 800-346-5484 toll free. You can also visit [anthemeap.com](http://anthemeap.com). Just enter Bedford County.**

\* Video visits are offered only when clinically appropriate.

† Excludes business, benefits or employment issues. The free half-hour consultations apply per legal issue, per year. You are eligible for a new consultation for each new issue yearly.

Language Access Services - (TTY/TDD: 711)

Spanish - Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda.

Chinese - 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。

Anthem complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](http://anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc.; HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPD and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.