

Personal Life ManagementSM

An Employee Assistance Program

A fresh approach to plan member support

Personal Life Management* offers your plan members help with many of the challenges and stresses of everyday life as well as more serious issues. Like a concierge service, Personal Life Management is an employee assistance program (EAP) that gives your plan members and everyone in their household access to work/life services that can help them take care of everyday matters with resources such as:

- legal and financial services including investing, retirement planning;
- tax planning, and wills;
- adoption assistance;
- child care and elder care resources;
- education planning from preschool through college; and much more.

All Personal Life Management programs include unlimited phone counseling with advanced-degreed clinicians and access to face-to-face visits with a licensed counselor at no charge to the plan member.

Services for plan sponsors

As a plan sponsor, you'll have access to critical incident management experts and consultation services, such as:

- onsite service hours to use at your discretion;**
- unlimited webinar-based training sessions and supervisory consultations;
- unlimited consultation with Integrated Behavioral Health clinicians and clinical EAP staff;
- critical incident stress debriefings;
- management of referrals;
- policy development guidance for drug-free workplace programs and U.S. Department of Transportation Substance Abuse Professional (SAP) evaluations;
- utilization reporting;
- member engagement and communication materials.



Cost savings start with controlling stress

Trying to cope with life's challenges may lead your employees to engage in unhealthy behaviors, such as smoking, drinking, poor nutrition, and more. Personal Life Management may be able to help employees and their families find the right support and tackle certain short-term issues before they snowball into larger problems.



Less stress, more productivity

Through phone and face-to-face counseling sessions, online resources, and referrals to clinical professionals, Personal Life Management can help employers create a more productive work environment. Research shows that EAP services can help reduce stress; improve productivity; and decrease unscheduled absenteeism or lateness.¹

Connect with your Independence Administrators representative or broker to find out more about how Personal Life Management can help your plan members cope with work/life issues.



* Integrated Behavioral Health (IBH), an independent company, provides Personal Life Management. IBH does not provide Blue Cross products or services. IBH is solely responsible for its products and services.

** Included in the Standard Plus package, based on size of group: Available for an additional charge with Standard package.

¹ "Selecting and Strengthening Employee Assistance Programs: A Purchasers Guide," www.easna.org. Last updated August 2009. Accessed October 13, 2015.

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