



Aetna Resources For LivingSM

Anytime support

Aetna Resources For Living (RFL) is designed to support the everyday concerns of employees—the challenges that stop people from being their best on the job and in their personal lives. Our confidential Employee Assistance Program (EAP) helps employees and household members balance the demands of work, life and personal issues.

Short-term counseling

We offer a full continuum of care: from the traditional assess-and-refer model, to a telephonic coaching model with reportable outcomes. Clients can select the model that best fits their workforce. Employees can also call us 24 hours a day for in-the-moment emotional well-being support.

Counseling sessions are available face-to-face or online with video conferencing. Services are free and confidential for employees. We're always here to help with a wide range of issues, including:

- Relationship support.
- Stress management.
- Work/life balance.
- Family issues.
- Grief and loss.
- Depression, anxiety, substance misuse and more.
- Self-esteem and personal development.

Talkspace now included: RFL has partnered with Talkspace to provide convenient, personal and professional online messaging therapy. With Talkspace, members can regularly send text, audio and video messages to a dedicated licensed therapist anytime, anywhere—which means no commutes, appointments or scheduling hassles!

Worklife support

Completing day-to-day needs can make it tough to know where to start. With our optional Worklife Support program, employees can call us for personalized guidance. We can help employees find resources for:

Online resources

The member website offers a full range of self-help resources, with tools that include live webinars, videos, informational articles and self-assessments.

Additional online resources include:

- **myStrength[®]**—this resource offers support for employees to improve their emotional health and help them overcome depression, anxiety, stress, substance misuse and/or chronic pain.
- **Discount Center**—employees can find deals on brand-name products and services, including electronics, entertainment, gifts and flowers, travel, fitness, nutrition and more.

Legal services

RFL provides a free 30-minute consultation with a participating attorney for each new legal topic related to:

- General.
- Criminal law.
- Divorce.
- Real estate transactions.
- Family.
- Elder law and estate planning.
- Document preparation, including wills.
- Mediation services.

There is a discounted rate available for additional services.

- Child care, parenting and adoption.
- School and financial aid research.
- Care for older adults or special needs family members.
- Pet care.
- Home repair and improvement.
- Household services and more.

Financial services

We provide a free 30-minute consultation for each new financial topic related to:

- Budgeting.
- Mortgages and refinancing.
- College funding.
- Retirement or other financial planning.
- Credit and debt issues.
- Tax and IRS questions and preparation.

Business performance solutions

Through RFL, we're also able to offer enhanced employer benefits that can increase work production and safety—along with potential savings on health care costs.

Management consultation services

We offer unique services to the client's administrative, management and executive levels through our Organizational Risk Management Center (ORMC). With the ORMC, managers are never alone. This center dedicated to management issues offers immediate access to management consultants—experienced, licensed, master's-level clinicians who are available to consult on such issues as:

- Performance concerns.
- Inappropriate behavior, including alcohol or drug violations.
- Emotional instability.

Crisis response services

A crisis is any occurrence in which a person or group experiences a trauma. This may be an unexpected and unnatural event where employees feel overwhelmed by a sense of personal vulnerability and/or lack of control. The ORMC has experts who will provide crisis response services and support. Examples of crisis situations include:

- Natural disasters.
- Serious workplace accidents.
- Violence in the workplace, including hostage situations.

Our customized crisis response services are designed to meet clients' organizational and individual needs, to minimize damage and return people to previous levels of productivity as soon as possible.

Other services

Identity theft services—phone consultation for one-hour for fraud resolution or coaching about ID theft prevention and credit restoration. These services include a free emergency kit for victims.

MindCheck—these online tools improve emotional well-being by measuring employees' mindset and using their feedback to provide proper resources to help them maintain a positive outlook.



On-site training and workshops

We offer an extensive catalog of workplace seminars and workshops focusing on personal improvement, mental health awareness and professional development. Seminars can be scheduled as needed, in person or virtually.

To learn more about RFL and EAP services, contact your Meritain Health representative today.