



A more human resource.™

LifeCare®

# Work-Life Employee Assistance Program FAQs

## What is LifeCare®?

LifeCare is a Work-Life Employee Assistance Program (Work-Life EAP) benefit. Your employer and ADP TotalSource® have made it available to you and your family. LifeCare saves time and money with quality matches to resources for parenting, senior care, legal and financial services, home services, wellness and EAP sessions. LifeCare also operates LifeMart®, one of the largest members-only online discounts shopping websites, with discounts on thousands of products and services.

## How do I access LifeCare?

You can reach LifeCare Specialists by calling toll-free, 24 hours a day at **1-866-574-7256** (1-800-873-1322 TTY).

To access the **LifeCare website**, log in to My TotalSource® and click **Myself- > Benefits Program- > Life Management** and select **EAP portal**. At that point, first time users can register by completing the one-time process.

## What are LifeCare's hours?

Our experienced and helpful specialists are here to help with life's most important needs 24/7, 365 days a year.

## What can LifeCare do for me?

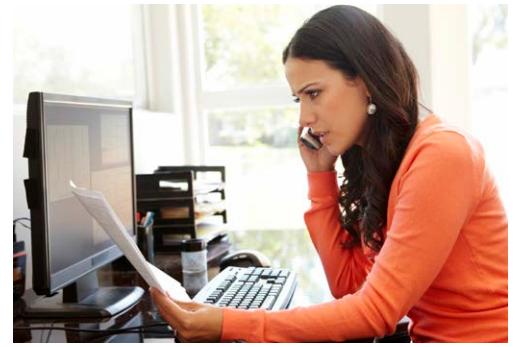
LifeCare's services are designed to help you and all members of your household balance work, life and personal issues. LifeCare provides:

- **Access** to 3 EAP sessions, face to face or by telephone, per person per concern per year (up to 9 sessions total), plus referrals to related services. Examples of EAP concerns may include relationships, emotional health, depression, and anxiety.
- **Child Care and Parenting** services support you and your family with referrals to child care options; adoption resources; prenatal and breastfeeding programs and education and recreational programs and help when it comes to planning for your children's education.
- **Senior Care** services support you and your family with referrals to senior housing options; home care and home safety resources and retirement planning resources and help when it comes to addressing caregiver issues and concerns.
- **Legal and Financial** services support you and your family with referrals to legal counsel; financial planners; financial counselors to assist with debit or credit management and resources to help with legal document preparation and estate planning. You are eligible for a 30 minute legal consultation on 3 legal matters per year and a 30 minute financial consultations on credit and debt management on 3 financial issues per year.
- **Home and Personal Service** resources support you and your family with referrals to contractors and home repair specialists; pet care resources and referrals to community resources and help when moving or relocating.
- **LifeMart** is a private online marketplace available to you. LifeMart features thousands of discounts on leading brands from national and local retailers, including everyday savings, and local and national discounts and limited time offers.



## Who am I speaking to when I call LifeCare?

LifeCare provides you with experienced Bachelors and Masters level specialists who are educated and trained in one specialty area (child care, senior care, academics, etc.). Our specialists know that every situation is unique and we genuinely care about providing the best solutions possible. They will happily assist you until your needs are completely met.



## How often can I use LifeCare services?

For life events such as child care options, educational resources, caregiving questions, and home improvement services, you have unlimited access to LifeCare specialists and to LifeMart discounts. You will have access to 3 EAP sessions per year per concern; up to 9 sessions per year. Examples of EAP concerns may include relationships, emotional health, depression, and anxiety.

## Are LifeCare services confidential?

Yes, LifeCare services are confidential. This means when you or a family member call the toll free number, neither your employer nor anyone else will know you have used the services, unless you have authorized release of the information or disclosure is permitted under applicable law.

## Can my family members use these LifeCare services, too?

Yes, your family members are eligible to take advantage of LifeCare services. Family members can also access LifeCare services by calling 24/7 at 1-866-574-7256 (1-800-873-1322 TTY) and identifying the employee's name to confirm eligibility. In addition, your household members and children up to the age of 26 have access to 3 EAP sessions per year per concern; up to 9 sessions per year, as well as the LifeCare and LifeMart websites and unlimited work-life referrals.

## What happens if I am laid off?

Laid off employees are eligible for 3 face-to-face sessions for this issue. You will have 2 weeks post termination to contact LifeCare for the referrals to the face to face or telephonic EAP sessions. Once you have notified LifeCare of the chosen EAP provider, you will have 90 days to complete the 3 sessions. Please note that web services are not available for terminated employees.

## Are LifeCare services available on the web?

Yes, the LifeCare web site offers rich content, extensive search features, and a variety of interactive tools including LifeMart, an online discount center. Highlights include:

- **Online provider searches and referrals:** Instantly access information on providers and resources (child care, adult care, schools, fitness centers, etc.) nationwide or request personalized referrals from a specialist via our interactive forms
- **Best-in-class content:** Read or download our extensive library of materials available in printable html, PDF, and hard copy, including: parenting information from experts; extensive content for seniors and caregivers; content including health articles and consumer articles on everyday issues such as choosing cleaning services, personal safety and home improvement
- **Interactive tools and features:** Take interactive quizzes on topics such as anger, anxiety, depression, lifestyle, patience and self-esteem, attend live virtual seminars and listen to audio tips



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