



FAMILY PROTECTION PLAN

LifeEvents™ Counseling

LIFEEVENTS™ COUNSELING

Members have toll-free access (24/7) to professionals who will provide personal consultation services. These comprehensive services have proven to be effective in managing personal issues with various levels of care.



At Discounted Rates

LifeEvents™ Telephonic Counseling

The plan provides toll free access to behavioral health experts 24/7, 365 days a year. All calls are answered directly by licensed, degreed clinical staff, and all services are handled with complete confidentiality. Non-English speaking members also have 24/7, 365 days per year assistance via bi-lingual staff and affiliates, as well as through an online translation service with capabilities in over 140 languages.

LifeEvents™ provides unlimited telephonic counseling for crisis and urgent needs management, goal and success planning, marital, parent-child, substance abuse, emotional, legal/financial, childcare, and eldercare problems, as well as many other personal challenges or stresses.

LifeEvents™ Counselors will:

- + Explain the role of a LifeEvents™ counselor
- + Ensure confidentiality
- + Conduct an initial assessment
- + Determine your needs and related resources
- + Work with you every step of the way, from assessment through recommendations and follow-up
- + Conduct an initial assessment over the phone.
- + Involve, where needed, a dependent care coordinator or legal or financial professional to assist in securing resources and arranging all referrals
- + Directly refer you to a community agency or local hospital if an emergent situation is evident

Counselor Assesses Progress & Takes Next Steps:

After the initial assessment, the counselor follows-up with the local provider to coordinate recommendations.

- + Recommendations may include referrals to local mental health providers, detoxification facilities, hospitals, physicians, or short-term counseling**
- + For work/life issues, the Counselor oversees the resource search and ensures that the consultation and resources provided have addressed the issues presented**
- + Coordinates with your benefit plan to ensure a seamless service progress**

Satisfaction & Closure:

Counselors will follow-up with you in a timely fashion to ensure quality and satisfaction of services. Counselors close the case only after determining, with you and the provider, that you have successfully resolved your issue and have completed all treatment recommended.



FAMILY PROTECTION PLAN