

Life

just got easier



Work. Home. Family. Friends. Fido. Balancing the demands of life can be stressful — the good news is we can help.

We're your Employee Assistance Program. And we're here to help make your life easier. We're the folks you turn to when life throws you some curve balls and you'd like a little help. We're a sympathetic ear and so much more.

We're an extra set of hands. At anthemeap.com, you'll find everyday legal forms at your fingertips: wills, rental agreements and more. Catch an online seminar and plan your dream vacation. Or, let us show you how to assemble supplies so you're prepared for natural disasters or emergencies.

We're your know-it-all neighbor. Looking for child care and summer camps for your kids? Come to us. If you're a caregiver for older loved ones, we've got the scoop on that, too. From home health care to support groups in your area, we'll track them down for you. And whether you're moving in or moving out of the neighborhood, you can count on us. Get tips on how to buy or sell a house and find a mover. Check out some great advice on buying a car. Find education opportunities — for your children and yourself.

We're your watch dog. Why worry about identity theft? Get identity monitoring for free. And keep an eye on your credit. Learn how to get your free annual credit report. Know more, worry less. Read up on household and online safety for yourself and your kids. We've got your real watch dog covered, too. We can help you find pet sitters and pet adoption services.

We're your coach. Take control of your life, accomplish your personal goals and make your dreams come true. We can help you make a plan, get you headed in the right direction and give you tips for making it all happen. We also can help you succeed on the job. We can teach you how to lead effective meetings and get credit for your work. Plus, you can test yourself on how well you can manage conflict in your personal relationships.

And yes, we're good listeners. We're here for you by phone and online. You get 24/7 toll-free access to counselors. You can speak with a legal or financial expert for help on divorce, custody, consumer issues and more. Call 800-865-1044 to get confidential help. And when you're on anthemeap.com and need help, we're there too.

Keeping a healthy, balanced life has never been easier. Let your Employee Assistance Program help.

Put your Employee Assistance Program to work and balance your life like a pro.

Visit anthemeap.com. Login: COOK



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. 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. 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), which underwrites or administers the PPO and indemnity policies; CompCare Health Services Insurance Corporation (CompCare), which underwrites or administers the HMO policies; and CompCare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Get help with whatever you need:

- Finding child care or summer camps
- Elder care resources
- Free identity theft monitoring
- Vacation planning tips
- Budgeting tools
- Legal forms
- Pet care resources
- Car and home buying advice
- Career advice
- College planning tips

Employee Assistance Program Service Summary

Anthem 

COOK
MEDICAL

Available 24/7, 365 days a year
Everything you share is confidential.*

When you need help meeting life's challenges, the Anthem Blue Cross and Blue Shield Employee Assistance Program (EAP) is here for you and your household members. Check out some of the services we offer – at no cost to you:



Counseling

- Up to 4 visits per issue
- Face-to-face counseling or online visits via LiveHealth Online
- Can call EAP or use the online Member Center to initiate services



Legal consultation

- 30-minute phone or in-person meeting
- Discounted fees to retain a lawyer
- Online resources, including free legal forms, seminars and a library of articles



Financial consultation

- Phone meeting with financial professionals
- Consultation available during regular business hours – no time limits or appointments needed
- Online resources, including articles, calculators and budgeting tools



ID recovery

- Identity theft risk level checked by specialists
- Help with reporting to consumer credit agencies
- Assistance filling out paperwork and negotiating with creditors



myStrength

- Online "health club for your mind"
- E-learning modules and mood trackers
- Library of videos, articles and inspirational quotes
- Supports development of personal action plans



Dependent care and daily living resources

- Information available on child care, adoption, summer camps, college placement, elder care and assisted living through the EAP website
- Phone consultation with a work-life specialist
- For help with everyday needs, like pet sitting, relocation resources and more



Other anthemEAP.com resources

- Well-being articles, podcasts and monthly webinars
- Self-assessment tools for depression, anxiety, relationships, alcohol use, eating habits and more



Crisis consultation

- Toll-free number for emergencies
- Round-the-clock help available

Need help? Give EAP a try today.

Call us at **800-865-1044**. Or go to **anthemEAP.com**
and enter your company code: **COOK**.

* In accordance with federal and state law, and professional ethical standards.
This document is for general informational purposes. Check with your employer for specific information about benefits, limitations and exclusions.

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

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Work-Life resource and referral

Employee Assistance Program Legal, Financial and ID Recovery

We've got the help you need

Legal problems can be stressful. You worry about financial matters. And identity theft can be scary. You and your household members could use a little help when things like these happen. That's why your Employee Assistance Program (EAP) offers ways to help you through them.

Our team of experts is ready to help. The EAP will set you up with professionals who can offer advice that can save you time and money. But the best thing they can offer is peace of mind.

Help is just a toll-free call away.

Legal consultation

Your EAP offers access to expert legal help. You can speak with an attorney over the phone or meet in person, depending on what you need. Consultations are free, half-hour sessions with a lawyer who is trained in your concern — whether it's child custody, divorce, estate planning or even a landlord issue. If you need a lawyer for your case, you can get a discount on attorney fees. There is also a large library of legal resources and forms you can use online.

Financial consultation

We have financial counselors and educators ready to answer your questions.

This free service gives you and your household members toll-free access to financial counselors who can help. They're experts in a wide range of financial topics. That includes bankruptcy, budgeting, controlling debt, estate planning, mortgages and setting long-term goals for your money. Online resources include articles, financial calculators and other handy budgeting tools.

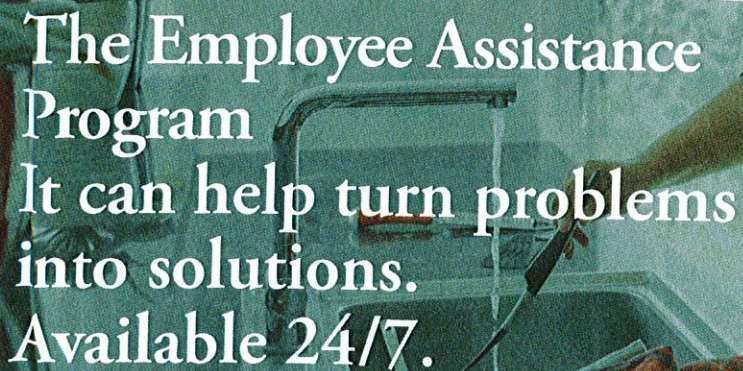
ID recovery and credit monitoring

You and your household members are eligible to receive free monitoring and theft resolution services 24 hours a day, seven days a week. This may include completing any needed paperwork, reporting to the consumer credit agencies and negotiating with creditors to fix your debt history. Our experts can also work with you to get your financial identity back to the way it was before the identity theft happened.

Call 800-865-1044 or visit anthemep.com
and enter **COOK**.

Free confidential help 24 hours a day,
seven days a week.





The Employee Assistance
Program
It can help turn problems
into solutions.
Available 24/7.



Saying that life is hectic is an understatement. When you toss in everyday challenges that we all face from time to time, be it work, home or something very personal, it's not always easy to handle everything on your own. In fact, sometimes it makes sense to reach out for help. And since many people just don't have the time, your employer offers a wonderful resource to help with all kinds of things — from simple to serious.

First step — the EAP website — your 24/7 resource

Just go to anthemeap.com for articles, educational materials, tips, tools and more. You can search for information on a variety of topics including:

- Balancing your personal life and work
- Grief and loss support
- Becoming a new parent
- Men's and women's health for all ages
- Moving or buying a home; working and living abroad
- Elder care, child care and adoption
- Pet services such as sitters, boarding and day care
- Access to legal and financial resources
- Tips to live life to the fullest from our WellPost blog
- Monthly seminars on living healthier

There's no need to sign up — you and your household members are automatically enrolled.

We understand how important privacy is when it comes to certain subjects. So rest assured that your friends, family and employer can't find out about your use of EAP services, unless you give your written permission.*

Sometimes talking to someone one-to-one makes all the difference

You can speak with a work and life specialist by calling 800-865-1044, day or night. Your specialist will listen to your needs, research solutions and provide tailored resources in a helpful packet of information. If you prefer chatting live online go to anthemeap.com to use LiveCONNECT instant messaging to speak with a member of our team.

Life can be complicated. Getting help can be simple. The EAP is your solution.

For more information on EAP services, call 800-865-1044 or go to anthemeap.com and enter COOK.

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