‘There never seems to be enough time in a day.’ That old cliché certainly rings true for today’s employees who are constantly struggling to balance their work and personal lives.

So little time...so much to do. Aetna Resources for Living helps your employees with the demands of daily living. Sometimes it’s the big issues -- dependent care or finances. Other times, it’s the small issues -- finding a plumber to fix a leaky pipe or selecting the right dishwasher. Regardless of the size, these problems impact your employees’ ability to focus on the job.

Aetna Resources for Living’s Convenience Services program is a single source for user-friendly help with daily living needs. With one simple phone call, employees have immediate access to WorkLife Counselors who deliver personalized solutions. They quickly provide your employees with information and referrals they need to address their situation.

Online Resources
In addition to telephonic consultation, Aetna Resources for Living offers a comprehensive website that lets employees search for information themselves.

On Aetna Resources for Living’s My Life Values website, employees and their family members can search a variety of topics; such as home improvement, moving, pets, travel/recreation for articles, tip sheets, audio files and other valuable resources.

Other services on My Life Values include:
• General health, self-help and mental health resources/articles
• Sporting event tickets
• College Information including financing, locating and applying for college
• Financial and legal information and articles, including information on identity theft prevention
• Shopping rewards

As always, Aetna Resources for Living WorkLife Counselors are just a phone call away to assist your employees with any questions and help with using My Life Values.

Please see reverse side for our referral process.

How to Aetna Resources for Living Convenience Services
Phone Access: 800-342-8111
Web Access: www.mylifevalues.com
Login: laccd Password: eap
Convenience Services Referral Process

Horizon Health’s WorkLife Counselors are available 24 hours a day to answer questions, identify resources to meet the participant’s needs, and provide referrals for the services needed.

Creating a personal profile of their needs:
- Type of services needed
- Desired location
- Desired time frame for service completion

In addition to offering content in English and Spanish, we provide consultation services in several languages either directly with bi-lingual Counselors or indirectly through Language Line Services.

Quality Control

Employees are referred to providers who have the appropriate state-level licenses, certifications or registrations. For some providers, feedback and reviews may be available from other consumers in the employee’s area. These features help ensure that employees are being referred to quality resources.

Completing referral requests

Most referral requests are completed within twelve business hours. Emergency requests are completed even sooner – the fastest turnaround time in the industry.

Referral information

Referral information may be given by email or over the phone. Employees also have the option of being contacted directly by available providers.

Follow-Up

The goal of Horizon Health’s Convenience Services program is to ensure that the issue is resolved quickly and accurately. All consultation services from Horizon Health’s WorkLife Counselors are completely free of charge and confidential. Employees and their families also have unlimited use of all WorkLife services.

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