



EMPLOYEE ASSISTANCE  
PROGRAM

## Summary of Benefits

### Tower Health

#### Professional Counseling Services

**Face-to-Face Counseling** – Employees and dependent family members are eligible for **three (3) free counseling sessions** per contract year, per family. Your benefits renew **January 1<sup>st</sup>** of each year. To access these free services, just call Quest at **1-800-364-6352**. The program is a professional, confidential service that helps employees and their immediate family members identify and resolve personal problems that may be affecting them at work or home.

**You can access Quest's full provider network by visiting:**  
[www.QuestBH.com/employees/find-a-provider](http://www.QuestBH.com/employees/find-a-provider)

#### Legal and Financial Resources

**Legal** – Each employee and dependent family member is entitled to **one (1) initial thirty-minute** office or telephone consultation per separate legal matter at no cost with a network attorney. In the event that you wish to retain a participating attorney after the initial consultation, you will be provided with a preferred **rate reduction of 25%** from the attorney's normal hourly rate.

**Financial** – Each employee and dependent family member is entitled to **one (1) initial thirty-minute** office or telephone consultation per separate financial matter at no cost. Speak to professionals with experience in accounting, banking, and insurance; CPA's and Certified Financial Planners (CFP's). In the event that you wish to retain a participating financial advisor after the initial consultation, you will be provided with a preferred **rate reduction of 25%** from the normal hourly rate.

**Mediation** – Each employee and dependent family member is entitled to **one (1) initial thirty-minute** office or telephone consultation per separate legal matter at no cost with a network mediator. Matters may include divorce and child custody, contractual and consumer disputes, real estate and landlord/tenant issues, car accidents and insurance disputes, etc. In the event that the member wishes to retain a participating mediator after the initial consultation, they will be provided with a preferred **rate reduction of 25%** from the mediator's normal hourly rate.

**“Do It Yourself” Legal Forms Document Preparation** – Our simple process will enable members to download and complete their own legal document preparation from the comfort of their home, without incurring the cost of an attorney or dealing with lengthy completion and delivery periods.

**To schedule your free consultation** with a qualified network attorney, mediator, or financial advisor, **call 888-254-8104 and give them your company code: qeap-rh**

**There's more →**

**Website** – Employees and dependent family members have unlimited access to the **Legal & Financial Resources Website** with information on thousands of legal and financial topics, over 5,000 legal forms, more than 45 financial calculators, professionally written articles, FAQ's and much more. Just go to the web site at [www.worklife-benefits.com](http://www.worklife-benefits.com) and enter your **User Name: qeap** and **Password: lfs** (legal financial services).

### **Elder Care Consultants**

**Caring for elderly loved ones** – As we live longer, healthier lives, the demand for combining work and care giving responsibilities for older family members becomes a greater challenge.

In an effort to help you meet these challenges, Quest offers **one (1) telephonic consultation** per family per contract year with our Eldercare Specialists. Call Senior Management Services, at **800-253-9236** and tell them you are a member of Quest EAP. This is an excellent resource, whether you are seeking emotional support, counseling, guidance, or information regarding care and support of elderly loved ones. Some question topics include:

- What to look for and ask when selecting personal care facilities
- Medicare & Medicaid services
- Senior transportation services
- Assisted living facilities
- Nursing home options
- In-home care services
- Senior centers
- Adult day care facilities
- Alzheimer's disease and other forms of dementia

**Feel free to call us with any questions or concerns  
about your EAP benefits at 1-800-364-6352 or  
visit [www.QuestEAP.com](http://www.QuestEAP.com)**