LifeMatters®
Services Overview

Presented by:
LifeMatters®
1-800-634-6433
mylifematters.com

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Today

• Overview of LifeMatters services
  – Support services
  – Work/life and healthy living services
  – Financial and legal services
  – Online self-assessment program
  – Web-based services

• Review of confidentiality and program access
Why People Call

- Balancing work and personal life
- Stress, anxiety, depression
- Family conflict/concerns
- Personal law questions
- Alcohol/drug concerns
- Financial/budgeting difficulties
- Workplace issues/conflicts
- Family and dependent care needs

Over 65% of program users self-refer
Presenting Concerns

- Family/Relationships: 30%
- Mental Health: 37%
- Occupational: 6%
- Substance Abuse: 4%
- Work/Life: 23%
When Someone Calls

• A LifeMatters professional:
  – Explains confidentiality and your benefit plan
  – Listens to your concerns
  – Provides support and problem solving
  – Explores options and develops a plan to assist you with resolving your issue
  – Offers ongoing support and follow-up
Counseling Services

• No call monitoring

• Unlimited telephonic access – 24 hours a day, 7 days a week

• Up to 5 in-person counseling with a local counselor

• Referral to insurance covered resources for ongoing assistance

• Ongoing follow-up and satisfaction surveying
Work/Life Services

• Child and elder care assistance
• Legal consultation
• Financial consultation
• Identity theft services
• Convenience resources
• Online health assessments
• Online learning modules
Child/Elder Care Services

• Comprehensive adoption, child/elder care and college resources and referrals
• Telephonic and online access to work/life specialists and dependent care consultants
• A minimum of 3 confirmed referrals
• Educational materials – tip sheets, handbooks, etc.
• Online searches: Child/elder care, adoption, summer camps, schools/universities, pet care
Financial Services

• Unlimited financial consultation with certified financial representatives.

• Debt consolidation, credit report reviews, budgeting, financial planning

• Online educational materials and financial calculators
Legal Services

• Free initial consultation available for: Divorce/custody, domestic disputes, real estate, personal injury, estate planning, adoption, etc.

• Will kits for simple wills

• 6-page document review

• Phone call or letter prepared by attorney to resolve simple disputes

• Online legal templates and forms
Identity Theft Services

• A consumer credit counselor will help the individual:
  – Review credit report
  – Develop a plan

• Sample letters, a uniform affidavit and an Identity Theft Solutions Kit

• Ongoing access to consumer credit counselor for support
Convenience Resources

• Telephonic convenience resources and referrals
  – Home repair
  – Travel planning
  – Wellness
  – Entertainment services
  – Pet sitting
  – Apartment locators
  – Relocation center
Healthy Living Services

Promoting health and wellness through:

• A tobacco cessation program
• Stress management tips
• Health and wellness articles and tips
• An online self assessment program
Online Health Assessments

Physical
• Health
• Cardiac risk
• General health risk
• Fitness
• Diabetes

Behavioral
• Addictions
• Depression
• Anxiety
• Gambling
• PTSD
• Etc.
Tobacco Cessation

- Included in LifeMatters program
- 6-session telephonic model
- Materials provided
- Significantly increases the success rates for those quitting tobacco use
Website

mylifematters.com

Password: SOWI
Web Services: Resources

- Work/life resource locators
- Monthly health updates
- Health tip of the month
- Topical libraries, calculators and self-tests
- Family, lifestyle & wellness information
- Health information library, database and videos
Web Services: Online Learning

• Online orientation
  – Easy-to-access information
  – Available for entire family
  – mylifematters.com

• Monthly and archived webinars
  – Free, online seminars on a variety of topics
  – Past topics include: Improving the Quality of Your Life, Communication Between Generations and Business Etiquette
Points to Remember

• **INCLUDES FAMILY** – For employees, their dependents and household members

• **FREE** – There is no cost for LifeMatters services

• **VOLUNTARY** – Use is at the discretion of the individual

• **CONFIDENTIAL** – Within the limits of the law
Limits of Confidentiality

• Probable or imminent risk of **SUICIDE**

• Probable or imminent risk of **HOMICIDE** or grave bodily harm

• Possible **ABUSE** or **NEGLECT** of a child or vulnerable adult

• Probable threat to **NATIONAL SECURITY**
Using LifeMatters®

Professional assistance is available 24/7 at

1-800-634-6433

and

mylifematters.com

Password: SOWI