

Horizon Health EAP Services



Employee Assistance Program

Employee Assistance Program
for Policyholders of Standard Insurance Company

We all experience times when we need a little help with life's challenges. Your employer understands this and is providing HorizonCare™, a program that offers support, guidance and resources to help you and your family resolve personal issues.

What can HorizonCare™ do for me?

A master's level Member Advocate from Horizon Health EAP Services will confidentially consult with you over the telephone and help you find solutions and resources to meet life's challenges. The Member Advocate will provide you with consultation, resources, action plans and information to help you address your issue. You may also receive referrals to support groups, community resources, a Horizon network counselor or your health plan.

HorizonCare™ can help with the following issues among others:

- Child and elder care issues
- Alcohol and drug abuse
- Life improvement issues
- Difficulties in relationships
- Stress and anxiety issues with work or family
- Depression
- Personal achievement
- Emotional well-being
- Financial and legal concerns
- Grief issues

Is it confidential?

Your calls and any counseling services are completely confidential. Information will be released only with your permission, or as required by law.

When is it available?

Telephone consultation and online access to EAP services are always available. Simply call the toll-free number or log onto the Web site listed in this brochure. In an emergency, one of Horizon's licensed staff counselors will speak to you and connect you with emergency services. If your program includes face-to-face sessions, we will work hard to schedule appointments according to your needs.

Can my family also use this service?

Yes. You and your family members are eligible for HorizonCare™ services. Family members generally include dependents and family members who are living with you.

An Internet site just for HorizonCare™ members!

HorizOnline™ is a state-of-the-art Website that provides online access to all of the HorizonCare™ services. You can easily search for helpful guidelines and articles in any of these departments.

Personal Assistance

Emotional Health

At Home

Wellness

On the Job

Managers

How do I access HorizOnline™?

Follow the directions on the tear-off wallet card below.

Detach your card and keep for easy reference

HorizOnline™

1. Enter this web address using an Internet browser:
<http://www.horizoncarelink.com>
2. Enter this Login ID (in all lower case) when prompted: **standard3no**
3. Enter this password (in all lowercase letters) when prompted: **eap**

Note: it is a violation of your company's contract to share this information with individuals who are not eligible for this service.

HorizonCare™ for Policyholders of
Standard Insurance Company

*Call this toll-free number for access
to HorizonCare™ services.*

1.866.486.4334

TDD 1.866.846.5949

Available 24 hours a day, 365 days a year.



HorizOnline™ –

All the help you need online

HorizOnline™ provides all the services available through the HorizonCare™ telephone number, as well as many additional services including:

- Informative guides and articles
- Ability to search on your own for:
 - Local counselors
 - Child care or elder care services
 - Pet care and veterinarians
 - Adoption resources
 - Health clubs and fitness centers
- Detailed maps for every search
- Self-assessments
- Ability to request confidential online responses from our EAP counselors
- Interactive training programs on topics like time management and smoking cessation
- One-minute training modules on topics like coping with change and understanding depression
- ID Theft recovery program
- Financial and legal information, including a program for completing a simple will
- Detailed calculators for computing college finances

Comprehensive Coverage

Horizon Health EAP Services provides employee assistance, WorkLife and administrative behavioral services throughout the United States, its territories, Canada, and other international locations.

This program is offered in connection with group insurance policies underwritten by Standard Insurance Company.

**HORIZON
HEALTH**



EAP/Employer Division
1500 Waters Ridge Drive
Lewisville, TX 75057

For services, call Horizon Health EAP Services
1.866.486.4334
TDD 1.866.846.5949