

# Horizon Health EAP Services



Employee Assistance Program with Telephone and  
3 Face-to-Face Assessment and Counseling Sessions



Standard Insurance Company  
Group Insurance  
EAP Services



**We all experience times when we need a little help with life's challenges. Your employer understands this and is providing the Horizon Health EAP (employee assistance program) to offer support, guidance and resources to help you and your family resolve personal issues.**

### **What can the Horizon Health EAP programs 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, an action plan 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.

### **Horizon Health EAP services can help with the following issues, among others:**

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

### **Is it confidential?**

Your calls and all 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 on to [www.horizoncarelink.com](http://www.horizoncarelink.com). In emergency situations, you may call the toll-free number to speak with a licensed staff counselor who can also connect you to emergency services.

Your program also includes up to three face-to-face assessment and counseling sessions per issue. We will work with you to schedule appointments according to your needs.

### **What can WorkLife services do for me?**

WorkLife services can save you countless hours by researching and providing referrals for important issues such as:

- Child care and elder care
- Education
- Adoption
- Pet care
- Daily living
- Travel

A broad range of educational materials and guide books on dependent care topics is also available.

### **How much does it cost?**

The Horizon Health EAP program is provided by your employer at no additional cost to you. If you accept a referral to services that are not a part of your Horizon Health EAP program, you may be responsible for the costs associated with those services.

### **How do I access HorizonCareLink<sup>SM</sup>?**

Follow the directions on the wallet card below.

#### **HorizonCareLink<sup>SM</sup>**

1. Enter this address in your Web browser:  
[www.horizoncarelink.com](http://www.horizoncarelink.com)
2. Enter **standard** as the login ID (in all lowercase letters) when prompted.
3. Enter **eap4u** as the password (in all lowercase letters) when prompted.

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

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#### **Horizon Health EAP for policyholders of Standard Insurance Company**

Call this toll-free number for access  
to Horizon Health EAP services.

**888.293.6948**

**TDD 866.846.5949**

Available 24 hours a day, 365 days a year.

## **HorizonCareLink<sup>SM</sup> – All the help you need online**

**Horizon Health EAP provides many services through their HorizonCareLink<sup>SM</sup> website, 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
- Healthy lifestyle guidance, from tools for diet and fitness to smoking cessation
- Videos and articles on topics like understanding depression, nutrition advice and preparing for childbirth
- Financial and legal information, including a program for completing a simple will and Identity Theft consultation, recovery and prevention services
- Detailed calculators used to help solve common financial concerns, such as computing college finances

**For services, call Horizon Health EAP Services  
888.293.6948  
TDD 866.846.5949**

**This EAP service is provided through an arrangement with Horizon Behavioral Services, Inc., which is not affiliated with The Standard. The EAP is not an insurance product.**



Horizon Health Corporation  
2941 South Lake Vista Drive  
Lewisville, Texas 75067



Standard Insurance Company  
1100 SW Sixth Avenue  
Portland OR 97204

[www.standard.com](http://www.standard.com)

Horizon Health Services  
Telephone and 3 Face-to-Face  
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