



EMPLOYEE ASSISTANCE
PROGRAM

Summary of Benefits

Lancaster General Health

Professional Counseling Services

Professional Counseling – Employees and dependent family members are each eligible for **eight (8) free counseling sessions** per contract year. **Your benefits renew July 1st of each year.** To access these free services, call Quest at **1-800-364-6352**. The program is a professional, confidential service that helps employees and their dependent 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/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. If 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). If 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. If you wish to retain a participating mediator after the initial consultation, you will be provided with a preferred **rate reduction of 25%** from the mediator's normal hourly rate.

To schedule your free consultation with a qualified network attorney, mediator, or financial advisor, **call 888-254-8104** and provide them with your **Company Code: qeap-lgh**.

There's more →

Website – Employees and their dependent family members have unlimited access to the Legal & Financial Resources Website. Search through legal and financial topics, legal forms, financial calculators, professionally written articles, FAQ's, and much more. Visit www.workliveservices.net

Registration – The first time you visit this confidential website, you will need to register using your **company code: qeap-lgh**. You will be prompted to create your own personal username and password. Keep your login information handy for future use.

“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.

Eldercare Consultants

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

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 about your
EAP benefits at 1-800-364-6352 or visit
www.QuestEAP.com**