



MEMBER ASSISTANCE PROGRAM

Support and solutions for everyday life.



P.O. Box 617
Concord, NH 03302

TEL 800.527.5001 • FAX 603.226.2988
www.nhlgc.org



Your concerns are your business

All aspects of the program are absolutely confidential and voluntary, so no one will know you're involved—including your employer—unless you choose to tell them. Nothing is entered into your medical or employment records.

And it's free

There is no cost to employees, retirees or their household members or dependents for use of our online services, telephone counseling or one 30-minute consultation for each legal or financial matter.

We're here when you need us—get started today!

Call our toll-free number—**1.800.759.8122** (TTY users, please use Relay)—to speak confidentially with a counselor who cares and is professionally trained to help you. We're available 24 hours a day, seven days a week.

Life can get pretty stressful sometimes—even overwhelming.

Wouldn't it be great if you had a personal consultant you could call on? Someone who could provide guidance, resources and support just when you need it most?



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LifeResources—
Member Assistance Program

Whether your daily challenges are routine, like wanting a pet sitter, or more urgent, such as needing someone to talk with about anxiety you have been feeling, your LifeResources

is a single, simple, invaluable service you can turn to. Like a personal concierge, we guide you to the solutions that make things less stressful and more manageable for you—the solutions you need to stay in charge of your life.

The helpful solutions you need

From child and elder care to drug and alcohol counseling, from financial and legal consultation to finding a plumber, LifeResources has services that can help you with many of life's challenges. This benefit helps you, your household members and dependents address both your everyday needs and growing personal concerns, keeping your life on course.

No issue too big—or small

LifeResources helps with the kinds of issues, large and small, that can affect your health and happiness as well as your work and family life. LifeResources provides up to 6 free telephone counseling sessions per issue or, if you prefer, we'll locate a qualified private provider to see you in person. Whether you'd benefit from a one-time consultation or ongoing support, we're just a call or click away.

Professional care and support

Sometimes, a particular concern becomes too much to handle alone, and it begins affecting work, family and personal well-being. That's when some professional guidance can help. Our licensed and highly skilled counselors are ready to help with a wide range of personal concerns, including stress about work or life issues; couple or parent/child conflicts; depression or other emotional concerns and substance abuse.

Top legal and financial services

You may on occasion need the services of a lawyer or financial services professional. For each legal issue, LifeResources affords you one free 30-minute office or telephone consultation with an experienced attorney (excluding job and criminal-related concerns). If you want to continue to work with that attorney, you receive 25% off the attorney's hourly fee. For each financial issue, you receive a free 30-to-60-minute telephone consultation with a financial planner or certified public accountant.

Examples of legal and financial matters include:

- Family law proceedings (divorce and custody)
- Insurance and auto accident claims
- Real estate and landlord/tenant issues
- Estate planning (wills and trusts)
- Retirement/college planning
- Tax advice and preparation
- Buying or selling your home
- Debt counseling

Work/Life Online

For such common concerns as finding the right summer camp, financial advisor or tips on choosing an electrician or plumber, our state-of-the-art online resource, Work/Life Online, provides useful content, tips and tools and searchable provider databases in a wide range of service areas.



Here are just some of the ways you can use the website:

- Locate a child care provider for your two-year-old
- Find an assisted-living unit for your 90-year-old mother
- Research colleges for your teenager
- Find a pet sitter for your Labrador retriever
- Determine your health risks
- Email your doctor's office for prescription renewals
- Calculate your mortgage payments
- Research a disease
- Assess your relationship commitment readiness level

In addition, valuable features of the website include:

- Over 2,500 tip sheets, articles and resource guides
- More than 60 online courses
- A broad range of self-assessment tools to guide you to healthy learning and decision making.

To access Work/Life Online log on to:

www.allonehealthheap.com.

username: healthtrust

password: member

