

NortonLifeLock Inc– Employee Assistance Program (EAP)

Face-to-face assistance and full-service work/life support

Call the EAP at **877.622.4327**

or visit us on the web at www.myCigna.com Employer ID: nlok (for initial registration)



Face-to-face assistance			
Service level	24/7/365 access by phone	EAP network referrals	Find-a-Provider appointment search assistance
Participant services	<ul style="list-style-type: none"> > Phone consultation for in-the-moment assistance or via scheduled appointment > Crisis triage services > Community resources 	<ul style="list-style-type: none"> > Healthy Rewards® discount program > Online assessment tools > Online article library 	<ul style="list-style-type: none"> > Online access and referrals > Up to 8 sessions per issue per member per year for in-person or virtual counseling assistance > Virtual network also includes Talkspace
Organizational services	<ul style="list-style-type: none"> > Account management > Unlimited management consultation and referral > Critical incident stress management services 	<ul style="list-style-type: none"> > Online EAP reporting > Manager microsite > EAP webcasts – live and on demand 	<ul style="list-style-type: none"> > 13 service hours annually for orientations, seminars or training, onsite or virtual critical incident services
Full-service work/life support for home life referrals			
Resource and referral assistance via telephone, click-to-chat, or email	<ul style="list-style-type: none"> > Child care – Child care centers, family child care homes, in-home care, babysitting agencies and options, nanny agencies and options, au pair agencies and options > Senior care – Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities, social and recreational programs > Prenatal care – Birthing methods, nutrition, exercise, child care pre-planning 	<ul style="list-style-type: none"> > Adoption – State adoption specialist, adoption support groups, private adoption, national adoption organizations > Parenting – Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training > Summer care – Residential camps, day camps, traditional camp programs, specialized camp programs > Special needs – Common childhood illnesses, children with multiple disabilities, developmental delays 	<ul style="list-style-type: none"> > Pet care – Veterinarians, insurance, pet sitting resources, obedience training, pet supply stores, pet supply websites > Education – Kindergarten programs, public/private schools, college search, adult learning > Convenience services – Home improvement/repairs, travel, relocation, etc.
Online resources and tools	<ul style="list-style-type: none"> > Parenting – Adoption, child care, developmental stages, kids' well-being, education > Aging – Adults with disabilities, aging well, planning for the future, U.S. systems for the elderly, housing options, home care, health, caregivers, grief and loss > Balancing – Personal growth, communication, families, relationships, grief and loss, mental health, addiction and recovery 	<ul style="list-style-type: none"> > Thriving – Health tools, healthy living, healthy eating, medical care, infant and toddler health, child health, adolescent health, women's health, men's health, senior health, health challenges > Working – Accomplished employee, effective manager, career development, training and development, workplace productivity, workplace diversity, workplace safety > Living – Consumer tips, home improvement, home buying or selling, moving, financial, legal, legal-ready docs, errands, safety, pets, travel and leisure time, fraud and theft 	<ul style="list-style-type: none"> > Educational materials > Personal assessments > Interactive tools > Resource locators <ul style="list-style-type: none"> ○ Self-service ○ Consultant assisted via email ○ Consultant assisted via LiveConnect chat > Online seminars
Referral fulfillment	Up to three qualified referrals where available; if additional needed, participant calls back	Turnaround time: 12 business hours; emergency is 6 business hours	Online and print materials
Legal* and financial	<ul style="list-style-type: none"> > Legal services – 30-minute free consultation, 25% discount on usual fees, referrals to local providers > Online legal resource center 	Financial services – 30-minute free phone consultation with a qualified specialist on issues such as tax preparation, debt counseling and planning for retirement; 25% off tax preparation	Identity theft – 60-minute free consultation with a fraud resolution specialist

* Legal consultations related to employment matters are not available under this program.

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