

How to reach us

You never know when you may need help. That's why we're giving you two ways to keep our number handy:

Employee Assistance Program

800-647-9151
anthemEAP.com
enter Metro Crisis Services

Free, confidential help
24 hours a day, 7 days a week

Anthem.
360Health

Employee Assistance Program

800-647-9151
anthemEAP.com
enter Metro Crisis Services

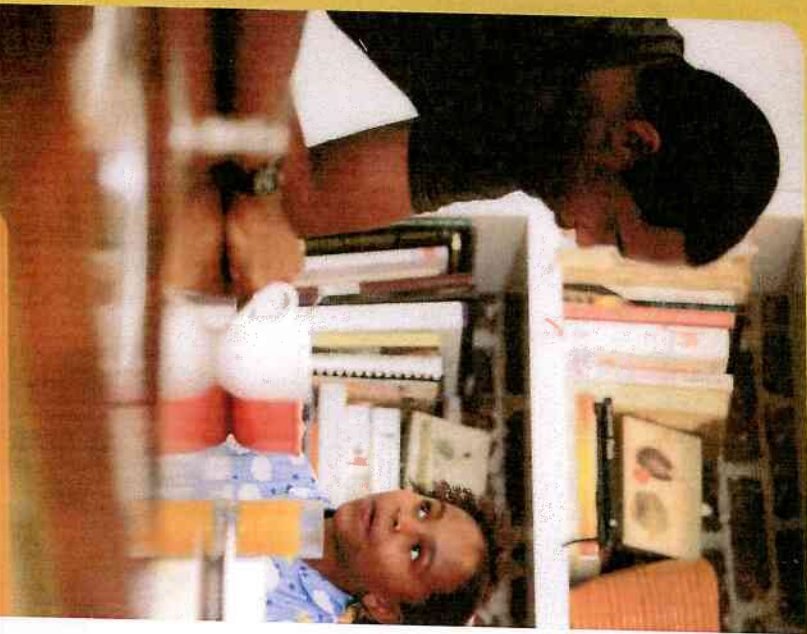
Free, confidential help 24 hours a day, 7 days a week

Anthem.
360Health

Employee Assistance Program Here when you need us

Anthem.
360Health

Anthem Blue Cross and Blue Shield is the trade name of: in Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. in Connecticut: Anthem Health Plans, Inc. in Georgia: Blue Cross and Blue Shield of Georgia. In Illinois: Anthem Health Plans of Illinois, Inc. In Indiana: Anthem Health Plans of Indiana, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Michigan: Anthem Health Plans of Michigan, Inc. In Missouri: (excluding 30 counties in the Kansas City area) Health Alliance Managed Care, Inc. In New Jersey: Life Insurance Company (PALCO) of New Jersey. In New York: Health Alliance Managed Care, Inc. In North Carolina: Health Alliance Managed Care, Inc. In North Dakota: Health Alliance Managed Care, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. In West Virginia: Anthem Health Plans of West Virginia, Inc. In Wisconsin: Blue Cross Blue Shield of Wisconsin. In Wyoming: Blue Cross and Blue Shield of Wyoming. Anthem Health Services, Inc. administers or administers the PPO and indemnity policies. Anthem Health Services, Inc. administers the HMO policies, which underwrites or administers the HMO policies, independent licensee of the State of New York. Anthem Health Services, Inc. administers the HMO policies, independent licensee of the State of New York. Anthem Health Services, Inc. administers the HMO policies, independent licensee of the State of New York. Anthem Health Services, Inc. administers the HMO policies, independent licensee of the State of New York. EAP#RI-4469 9/09

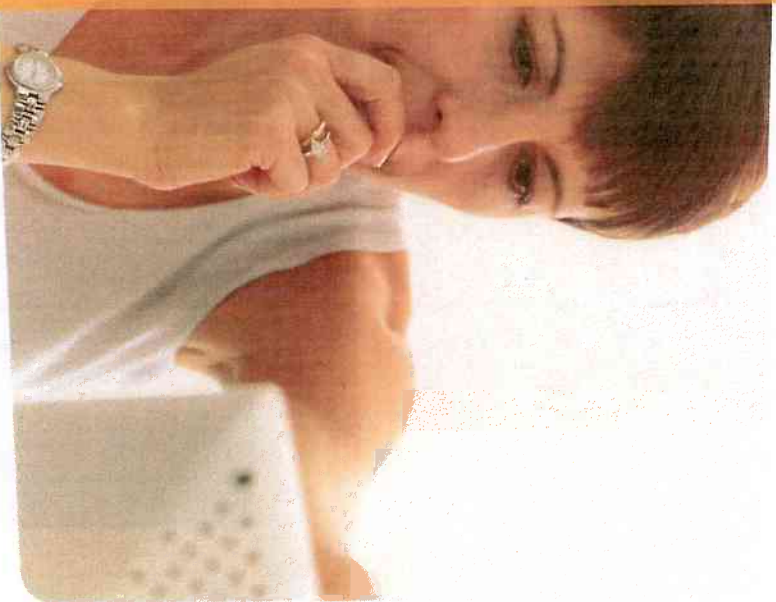


Anthem.
360Health

Lean on us

Life's not always easy. But when the going gets tough, we're here to help. Your Employee Assistance Program (EAP) is one place you can turn for help from caring, experienced professionals.

Our highly trained staff members can offer information and advice to help you solve a wide range of problems. Everything from relationship and family concerns to anxiety, depression, alcohol and drug abuse, stress, grief, and even financial or legal issues.



Respect for privacy

Naturally, we understand how important privacy is when it comes to subjects like these. Rest assured that your friends, family members and employer cannot find out about your use of EAP services without your written consent.*

*In accordance with federal and state law, and professional ethical standards.

Always available

Since trouble never takes a holiday, this service is available 24 hours a day, every day of the year. EAP services are provided at no cost to you and everyone who lives in your household. There's no need to sign up. You're automatically enrolled.

After you make the first phone call to us, we can refer you to a licensed counselor in your area who's a member of our network. Your EAP membership entitles you to up to four free visits for each issue you're facing. Then, if you need ongoing assistance, we'll help you connect with a qualified resource near you.

On the Web

If you're not ready to talk about it, you can still get information through our website. There you'll find helpful resources, including self-assessments, ideas on ways to manage sticky situations in both your personal and professional life, and an interactive search tool to locate child and elder care services in your neighborhood.



You'll also find a 10-minute orientation video that gives more detail about how the EAP works, confidentiality and the wide range of services your EAP has to offer.

Whatever's troubling you, you don't have to face it alone. Call as often as you need us. Dial our toll-free number, **800-647-9151**, or visit **anthemEAP.com** and enter Metro Crisis Services.

Si necesita ayuda en español para entender este documento, puede solicitarla sin costo adicional, llamando al número de servicio al cliente que aparece en este folleto.

This document is for general informational purposes. Check with your employer for specific information about benefits, limitations and exclusions.