

## Horizon Health EAP Services



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

WorkLife and Employee Assistance Program  
for policyholders of Standard Insurance Company

**HORIZON**  
**HEALTH**



The Standard<sup>®</sup>  
Positively different.

Standard Insurance Company  
1100 SW Sixth Avenue,  
Portland OR 97204

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

### What can the HorizonCare™ 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.

HorizonCare™ 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

### 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 logon to [www.horizoneap.com](http://www.horizoneap.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. 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 and eldercare
- 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 HorizonCare™ program is paid for by your employer. If you accept a referral to services that are not a part of your HorizonCare™ program, you may be responsible for the costs associated with those services.

## How do I access HorizOnline™?

Follow the directions on the wallet card below.

Detach this card and keep for easy reference.

### HorizOnline™

1. Enter this address in your Web browser:  
**www.horizoneap.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.*

HorizonCare™ for policyholders of  
Standard Insurance Company

*Call this toll-free number for access  
to HorizonCare™ services.*

**888.293.6948**

**TDD 866.846.5949**

Available 24 hours a day, 365 days a year.



# HorizOnline™ – All the help you need online

HorizOnline™ provides all the services available through the HorizonCare™ telephone number, as well as many additional services, 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
- Ability to request confidential online responses from our EAP counselors
- Interactive training programs on topics like time management and smoking cessation
- One-minute training modules on topics like coping with change and understanding depression
- Financial and legal information, including a program for completing a simple will
- Detailed calculators for computing college finances

## Comprehensive Coverage

Horizon Health EAP Services provides employee assistance, WorkLife and administrative behavioral services throughout the United States, its territories, Canada and other international locations.

This program is offered in connection with group Long Term Disability insurance policies underwritten by Standard Insurance Company.

## Terms and Conditions

The relationship to Standard Insurance Company is that of an independent contractor. Horizon warrants that it will perform all its services in a commercially reasonable manner. This warranty is in lieu of, and Horizon expressly disclaims, all other warranties, express, implied or otherwise.

**HORIZON**  
**HEALTH**



EAP/Employer Division  
1500 Waters Ridge Drive  
Lewisville, TX 75057

For services, call Horizon Health EAP Services  
888.293.6948  
TDD 866.846.5949