



# City of Sunnyvale: EAP + Other Programs

## EMPLOYEE ASSISTANCE PROGRAM

Life can be complicated. There are times when everyone needs a little help or advice. The confidential Employee Assistance Program (EAP) through MHN Inc. can help you with things like stress, anxiety, depression, chemical dependency, relationship issues, legal issues, parenting questions, financial counseling, identity theft recovery, daily living services, personal wellness and dependent care resources.

**Help is available 24/7, 365 days a year by telephone at (800) 242-6220. Other resources are available online at [members.mhn.com](https://members.mhn.com). When you log in, enter "sunnyvale" as your username.** You and your family/household members are entitled to 7 face-to-face sessions or telephonic or web-video consultations for problem-solving support per incident, per policy year.

## VALUE ADDED SERVICES AS A VOYA MEMBER

**Call ComPsych at (877) 533-2363 for direct access to a GuidanceConsultant 24/7 who will answer your questions and, if needed, refer you to a counselor or other resources.**

Group name: CSAC-EIA, Group number: 316407

Online: [guidanceresources.com](https://guidanceresources.com), WebID: My5848i

Company Name: "City "(make sure to add a space to 'City' to complete the 5-character minimum)

## Confidential Counseling

This no-cost counseling service helps you address stress, relationship and other personal issues you and your family may face. It is staffed by Guidance Consultants who are highly trained masters and doctoral level clinicians who will listen to your concerns and quickly refer you to in-person counseling and other resources.

## Estate Planning Benefits

EstateGuidance is an employee benefit that offers you the ease and simplicity of online will preparation. Access the site using the directions provided and supply the information when prompted. Your will can be completed online. In addition, you will receive instructions about how to execute your will and store it, as well as access to Web-based support. Please note that this is only for a simple will that does not cover credit shelter trust, printing or certain features.

## Financial Benefits

Call the toll-free number below and you will be connected to a financial expert. In-house staff includes Certified Public Accounts (CPAs), Certified Financial Planners (CFPs) and other professionals who are exclusively dedicated to providing financial information by phone. On staff financial experts can help you with your personal financial challenges.

## Work-Life Solutions

Call the toll-free number below and you will be connected to a work-life specialist that will research your question and, in a few business days, send you a complete packet of practical information, including prescreened referrals, articles on your topic and much more. Call any time for assistance with topics including finding child or elder care, housing searches, seeking financial assistance, finding pet care, sending a child off to school, and planning a major project or event.

## Legal Guidance

Call the toll-free number below and you will be connected to a GuidanceConsultant who will talk to you about your situation and schedule a phone appointment for you with one of the staff attorneys. Attorneys can help with family law matters, bankruptcy and credit issues, landlord/tenant issues, real estate and foreclosure questions, immigration concerns and wills and living wills.

## Funeral Planning and Concierge Service (Administered by Voya)

The death of a family member is one of life's most stressful times. It requires grieving survivors to quickly make many decisions about funeral services, something most of us know little about. This service will assist with funeral planning and negotiation at time of need as well as pre-planning tools that can be used to research and document decisions and wishes. Everest is an independent service that works exclusively on behalf of their clients and is not associated with any funeral home or service provider. If you would like additional information or assistance, contact an **Everest Service Advisor at (800) 913-8318**.

## Travel Assistance (Administered by Voya)

The Voya Travel Assistance program offers you enhanced security for your leisure and business trips. You and your eligible dependents will have toll-free or collect call access to the Voya Travel Assistance customer service center. You can also access the services provided on the Voya Travel Assistance website, 24 hours a day, 365 days a year – from anywhere in the world! **Call (800) 859-2821 or (202) 296-8355 for more info! Online portal: <https://eservices.europassistance-usa.com/sites/Voya>; Group ID: N1VOY, Activation code: 140623.**