




RESOURCES TO HELP MEET LIFE'S CHALLENGES

24/7, 365 No-Cost Professional and confidential Services for You and your family's personal well-being.

 Mental Health Guidance	 Work-Life Solutions	 Legal and Financial
<p>Your access to counseling through the Employee Assistance Program (EAP) is short-term solution-focused, meaning the number of sessions provided is based on what is considered clinically appropriate, with no pre-defined session limit.*</p>	<p>Child and elder care services including:</p> <ul style="list-style-type: none"> • Finding child and elder care • Help with parenting and relationship issues • Childcare, including special needs and adoption resources • Caregiver burnout and compassion fatigue • Resource navigation 	<p>Legal Services – Telephonic access to legal counselors for:</p> <ul style="list-style-type: none"> • Civil • Family • Financial • Real estate planning <p>With a free 30-minute consultation and up to 25% off legal fees if a lawyer is retained.</p>
<p>Choose how you'd like to communicate. Whether in-person, telephonic, real-time online chat with a person, or video counseling we want to meet you where you already are.</p>	<p>Guidance with work services such as assistance with organizational restructuring or relationship building with co-workers and managers.</p>	<p>Financial Services – Telephonic access to financial counselors for:</p> <ul style="list-style-type: none"> • Budget • Financial guidance • Retirement planning • Buying or selling a home • Tax issues
<p>Topics including but not limited to:</p> <ul style="list-style-type: none"> • Stress and life management • Depression, anxiety, grief, loss, anger, and violence • Relationships, life changes, family matters, parenting • Substance use, addictions, smoking cessation 	<p>Everyday life support including:</p> <ul style="list-style-type: none"> • Assistance with moving and adjusting to a new community • Coping with the loss of a loved one • Managing military family matters, and training a new pet 	<p>Online platform TELUS Health One offers a Legal Resource Center where users can access:</p> <ul style="list-style-type: none"> • State-by-state forms for funeral directives • Guidance for estate planning considerations • And more
<p>Additional support includes six one-on-one complimentary sessions for Life Coaching and Mindfulness Coaching including:</p> <ul style="list-style-type: none"> • Guided mindfulness exercises to support overall well-being • Life coaching to help set goals, build habits, and manage life transitions 		

* In no event shall TELUS Health provide more than six (6) sessions per Nevada Eligible User, regardless of issue or topic, within a rolling six (6) month period.



Employee Assistance Program

To Learn More:

- **Online:** <https://one.telushealth.com>
Username: pacificlifeEAP
Password: wellness
- **Call:** 1-866-443-0854
- **Download the TELUS Health One app**

Pacific Life EAP powered by:



HOW TO GET STARTED

○ Access your Portal

You can access the EAP through the following 3 ways:

- **Download the TELUS Health One app:** [Apple users](#) [Android users](#)
- **Online:** <https://one.telushealth.com>
Username: pacificlifeeap
Password: wellness
- **Call:** 1-866-443-0854

○ Share your Concerns

Employees are connected to master's-level clinician for intake and assessment, available 24/7, and completely confidential, will assess your needs, collect necessary information, recommend appropriate services, and gain agreement on the proposed plan. You will then be given the phone number for the verified counselor.

○ Arrange to Meet with a Counselor

Reach out to your counselor and schedule at your own convenience.

○ On-Demand Library

In addition to personalized support, you can access on-demand content through the EAP website or app. Explore educational tools, a digital well-being content library, online assessments, mindfulness programs, life coaching content, and self-guided programs at your own pace.

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The home office for Pacific Life & Annuity Company is located in Phoenix, Arizona.

The home office for Pacific Life Insurance Company is located in Omaha, Nebraska.

Some restrictions may apply to all of the above-mentioned services. Please contact Pacific Life Insurance for details. EAP services are provided through an agreement with TELUS Health. TELUS Health is not a subsidiary or affiliate of Pacific Life Insurance. Information disclosed directly to TELUS Health is not disclosed to Pacific Life Insurance, and therefore is not subject to Pacific Life Insurance's privacy policy.

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Employee Assistance Program

Confidential help 24/7 for you and your family members. **Get help with:**

- Mental Health
- Child/Elder Care Services
- Financial Services
- Identity Theft Services
- Legal Services
- Life and Mindfulness Coaching

Pacific Life EAP powered by:

