EMPLOYEE ASSISTANCE PROGRAM

Available Services

When *You* Need Help the Most



QCR Holdings, Inc.

Group Number: GLUG0C9FZ

Life isn't always easy. Sometimes a personal or professional issue can affect your work, health and general well-being. During these tough times, it's important to have someone to talk with to let you know you're not alone.

With Mutual of Omaha's Employee Assistance Program (EAP), you can get the help you need so you spend less time worrying about the challenges in your life and can get back to being the productive worker your employer counts on to get the job done. Learn more about the Employee Assistance Program services available to you.

Employee Family Clinical Services

- In-house team of EAP clinical case managers who are available 24/7/365 to provide individual assessments
- Outstanding customer service from a team dedicated to ongoing training and quality care.
- In-house team of subject matter experts in individual and workplace behavioral health

Access

- 800 hotline with direct access to in-house EAP clinical case managers
- Online intake form
- 24/7/365 services
- Translation service for more than 240 languages
- In-house EAP clinical case managers to help members develop a plan and identify referrals/resources for individual needs

Exclusive Provider Network

- National network of over 11,000 providers
- National telehealth network of over 30,000 providers
- Network continually expanding to meet customer needs

Support/Counseling Options

6 sessions* per person, per year, (per life event) based on company plan, conducted either face-to-face or telehealth (video, live chat or asynchronous text) via a secure, HIPAA-compliant portal

Mutual of Omaha

Continued on next page.

Employee Family Legal Services

- Legal article library
- Legal forms library
- Legal referral with an attorney for qualifying life event
- 25% discount for ongoing services toward requested EAP legal referral

Employee Family Financial Services

- Financial article library
- One financial consultation with a financial advisor per year (per life event)
- **Financial calculators:**
  - Auto
  - Business
  - Credit and debt
  - Insurance
  - Investment
  - Loans
  - Mortgage
  - Personal finances
  - Retirement
  - Savings
  - Taxes

Employee Family Work/Life Services

- Personalized community resource list from EAP specialist in work/life services
- **Resource locators:**
  - Child care and education
  - Elder care
  - Housing
  - Medical
  - Veterans

Wellness Portal

- Intuitive website
- Financial calculators
- Legal forms and worksheets
- Inference-based cognitive behavioral therapy (iCBT) modules
- Podcasts
- Self-assessments
- Resource locator
- Discounts
- **Soft skills training**
  - Anger management
  - Work/life balance
  - Stress management
  - Communication
  - Attention management
  - Time management
- **Article library in English, Spanish and French**
  - Family and relationships
  - Home and living
  - Financial and legal
  - Health and well-being
  - Career and profession
  - Education and learning

Continued on next page.



Employee Communications

- Website materials in English and Spanish
- Marketing materials in English and Spanish
- Employee orientation (virtual)
- Employee website tutorial (video only)



Eligibility

- Employees and their immediate dependents, including the employee, spouse and dependent children (unmarried and under age 26) who are dependent on the employee for their primary support



Trainings, Modules and Podcasts

- Webinar archive
- One new training added monthly
- Soft skills courses
- Inference-based (iCBT) modules
- Podcasts



Resources Compared with Health Plan(s)

- Whenever possible, EAP will compare resources with the employee's health insurance network to match resources with health insurance benefits.

We're Here for You

Visit the Employee Assistance Program website to view timely articles, self-assessments, podcasts and webinars on a variety of wellness topics.

mutualofomaha.com/eapservices or call us at: 800-316-2796

*California Residents: Knox-Keene Statute limits no more than three counseling sessions in a six-month period per person.

Insurance products and services are offered by Mutual of Omaha Insurance Company or one of its affiliates. Mutual of Omaha Insurance Company is licensed nationwide. United of Omaha Life Insurance Company is licensed nationwide, except in New York. Companion Life Insurance Company is licensed in New York. Each underwriting company is solely responsible for its own contractual and financial obligations. Some exclusions or limitations may apply. Not all services available in New York.