

Human Resources

1769 E. Moody Blvd, Bldg 2
Bunnell, FL 32110



www.FlaglerCounty.gov

Phone: (386) 313-4007

Fax: (386) 313-4107

Trying to juggle work, kids, family, and life can be tough, that's why Flagler County is committed to providing resources through our EAP that can be helpful. These services are available at no cost, are completely confidential and are available to all members of our households, this includes dependents up to age 26, whether they live at home or not.

Aetna Resources For LivingSM Employee Assistance Program (EAP) is a program that is designed for anyone that needs help managing **non-emergency** issues and life events, big or small. The program will help team members save time and effort because the resources are all in one place. **Please note that EAP is not a mental health provider.**

Program highlights:

***If you are experiencing a mental health emergency/crisis and need immediate assistance please go directly to the Emergency Room where the ER staff will be able to get you help through our medical insurance. The hospital will work directly with Florida Blue's Care Coordinator for treatment. Mental health is covered at 100% on our medical insurance.**

Aetna Resources For Living EAP serves as a point of early and confidential intervention for many problems and issues – the “front door” of health services (**non-emergency services**). Clinicians quickly assess member needs to determine the services that would most effectively meet those needs.

- **Easy, confidential access:** Call **1-888-238-6232** to speak to trained professional RFL Clinicians to be guided to services, resources, and information needed 24 hours a day, seven days a week.
 - 24/7/365 telephonic counseling for at-the-moment support and crisis intervention
- **Counseling benefit:**
 - 6 sessions available per issue per year at no cost
 - One-on-one counseling sessions via face-to-face, tele video, or chat therapy
 - EAP network therapists -Licensed Clinical Social Workers (LCSW), Psychologists (PhD), Marital Family Therapists (MFT), Licensed Clinical Therapists (LCT)
 - **First Responder therapists are available**

Additional Aetna Resources for Living program benefits:

- Legal Consultations – 30-minute consultations with qualified attorneys
- Financial Consultations – 30-minute consultations with financial experts
- Work life – receive resources for daily life such as eldercare needs, childcare needs and more.

Andy Dance
District 1

Greg Hansen
District 2

David Sullivan
District 3

Leann Pennington
District 4

Donald O'Brien Jr.
District 5

- Visit www.resourcesforliving.com, enter Login: **Flagler BOCC** and Password: **EAP** for easy access to information such as articles, videos, interactive tools and self-assessments, childcare, and elder care provider search, live and on-demand webinars, mobile app access and more.

Behavioral Health Services through Florida Blue:

Mental Health Services

Diagnostic evaluation, psychiatric treatment, individual therapy, and group therapy rendered to by a Physician, Psychologist or Mental Health Professional for the treatment of a Mental and Nervous Disorder may be covered. Covered Services may include:

1. Physician office visits.
2. Intensive Outpatient Treatment (rendered in a facility), as defined in the Benefit Booklet.
3. Partial Hospitalization, as defined in the Benefit Booklet, when provided under the direction of a Physician; and
4. Residential Treatment Services, as defined in the Benefit Booklet.

Exclusion:

1. Services rendered for a Condition that is not a Mental and Nervous Disorder as defined in the Benefit Booklet, regardless of the underlying cause, or effect, of the disorder.
2. Services for psychological testing associated with the evaluation and diagnosis of learning disabilities or intellectual disability.
3. Services beyond the period necessary for evaluation and diagnosis of learning disabilities or intellectual disability.
4. Services for educational purposes.
5. Services for marriage counseling unless related to a Mental and Nervous Disorder as defined in the Benefit Booklet, regardless of the underlying cause, or effect, of the disorder.
6. Services for pre-marital counseling.
7. Services for court-ordered care or testing or required as a condition of parole or probation.
8. Services to test aptitude, ability, intelligence or interest except as covered under the Autism Spectrum Disorder subsection.
9. Services required to maintain employment.
10. Services for cognitive remediation; and
11. Inpatient stays that are primarily intended as a change of environment.

Substance Dependency Treatment Services

When there is a sudden drop in consumption after prolonged heavy use of a substance a person may experience withdrawal, often causing both physiologic and cognitive symptoms. The symptoms of withdrawal vary greatly, ranging from minimal changes to potentially life-threatening states. Detoxification Services can be rendered in different types of locations, depending on the severity of the withdrawal symptoms. Care and treatment for Substance Dependency includes the following: