



# Life Assistance Program – 24-hour Support and Counseling for County Employees & their Families

## Call (800) 538-3543

The Life Assistance Program (LAP) is a free confidential and anonymous counseling service offered by the County of Los Angeles and provided by Cigna Behavioral Health. It is available to all employees, regardless of their medical or life insurance plans. Dealing with anxiety, grief and fear can be a challenge. You don't have to go it alone. You can get help right away with the LAP.

### WHAT DOES THE LIFE ASSISTANCE PROGRAM OFFER?

The LAP, expands the services offered by the County's Employee Assistance Program. Get help when, where, and how it works for you.



- **Crisis intervention** – You may call the LAP 24 hours a day, seven days a week. A professional counselor is available any time you need assistance.
- **Virtual Counseling** – You and each of your family members may receive up to three visits with a counselor to provide support and help you manage life's challenges. (*Three visits per family member, per issue.*)
- **Video and telephone appointments** – You may speak with a counselor over the phone, or use a video conference on your smart device or computer.

**Eligibility** – All County employees are eligible for the LAP. It is not required that you have a Cigna Life Insurance or Medical Plan. Part-time employees may also participate.

**No Cost to you** – Crisis intervention and counseling are offered at no charge to you. Longer term behavioral health services are available through County and union-sponsored medical plans and any copayments or coinsurance will apply. This cost is typically the same as a doctor visit.

### WHY WOULD I USE THE LIFE ASSISTANCE PROGRAM?

All of us have difficulty managing challenging situations in our lives from time to time. Here are some of the issues people address with the LAP:

- Managing anxiety and grief
- Communicating with a partner or children
- Coping with taking care of children and parents
- Growing dependence on drugs or alcohol
- Feeling overwhelmed by finances

For these and other challenges you may reach out to the LAP. Do not worry that your issue is too small, or that you should be able to "handle it yourself." Everyone faces challenges. There is no need to face them on your own.

### HOW DO I SET UP A CALL OR VIRTUAL VISIT?

**Call (800) 538-3543 to whether you are calling in crisis or wish to set up counseling sessions for you or your family member.**

- **For crisis intervention** – Tell the advocate you need to speak to a counselor right away.
- **For counseling sessions** – Describe your issue and the advocate will supply the contact information for your counselor, who can provide you with information on how set up any video-based technology.

### **Use the LAP to help cope with COVID-19**

- The COVID-19 crisis has put tremendous pressure on families with social distancing, working from home and worry about loved-ones and colleagues health.
- The ability to get help via phone or video conference is ideal while Shelter in Place Orders are in force.
- **Call (800) 538-3543 to get access to help immediately. You do not have to manage these challenging times alone.**