

## TRAVEL ASSISTANCE

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If employees have an emergency while traveling, either abroad or more than 100 miles from home, they can obtain assistance services any time. Provided by AXA Assistance U.S.A., Travel Assistance services are available to employees and their dependents anywhere in the world, offering access to support professionals who can help them access pre-departure information, find quality medical care, support services for hotel arrangements or luggage tracing, and technical assistance.

Travel Assistance services include:

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| <b>PRE-DEPARTURE<br/>INFORMATION</b>    | <ul style="list-style-type: none"> <li>▪ Health hazards advisory for worldwide destinations</li> <li>▪ Domestic and international weather information</li> <li>▪ Consulate and Embassy locations</li> <li>▪ Required documentation information (ex. passport or visa)</li> </ul>  |
| <b>EMERGENCY MEDICAL<br/>ASSISTANCE</b> | <ul style="list-style-type: none"> <li>▪ Locating medical care</li> <li>▪ Medical insurance coordination</li> <li>▪ Case communications</li> <li>▪ Transportation for a family member</li> <li>▪ Hotel convalescence arrangements</li> <li>▪ Prescription drugs coordination</li> <li>▪ Medically necessary repatriation</li> </ul> |
| <b>TRAVEL SUPPORT<br/>SERVICES</b>      | <ul style="list-style-type: none"> <li>▪ Emergency cash coordination</li> <li>▪ Hotel/motel arrangements and information</li> <li>▪ Lost/delayed luggage tracing</li> </ul>   |
| <b>TECHNICAL<br/>ASSISTANCE</b>         | <ul style="list-style-type: none"> <li>▪ Coordination of credit card, airline ticket, or other documentation replacement</li> <li>▪ Interpreter/translator services</li> <li>▪ Vehicle return service</li> <li>▪ Lawyer referrals</li> <li>▪ Coordination of financial assistance for bonds/bail</li> </ul>                         |
| <b>INFORMATIONAL<br/>BROCHURES</b>      | <p>A convenient tri-fold brochure, which includes detachable wallet cards for easy reference, is available to provide employees information about Travel Assistance. A PDF version of the information is also available, for printing, e-mailing, or internet distribution.</p>   |



## EMPLOYEE ASSISTANCE PROGRAM (EAP)

Employees are the backbone of any organization. When they're performing at their best, their company benefits. Sometimes, work and life throws employees a curve ball and they don't know where to turn. That's where Mutual of Omaha's EAP can help. Staffed by licensed, master's level counselors, this value-added service helps employers provide their employees the help they need so they spend less time worrying about the issues in their life and can focus on being the productive employees they've always been.

Mutual of Omaha has an in-house team of master's level EAP professionals who are available 24/7/365 to provide individualized assessments. EAP professionals will help members and eligible dependents develop a plan and identify resources to meet their individual needs. Each of the three, affordable EAP plans, whether Basic, Enhanced or Comprehensive, comes with exceptional support and outstanding customer service and will provide employees the support they need to navigate through difficult personal and job-related situations.

### Enhanced EAP services include:

<b>ACCESS AND NATIONAL TOLL-FREE 800 NUMBER</b>	Toll-free 1-800 number is answered by EAP master's level professionals who are available 24 hours a day, seven days a week to assist. Translation services are also available for callers in over 120 languages. Additionally, there is a convenient, online intake form that can be accessed at <a href="http://www.mutualofomaha.com/eap">www.mutualofomaha.com/eap</a> .
<b>ASSESSMENT AND REFERRAL</b>	As appropriate, EAP professionals will work with callers to develop an individual action plan and help them access additional services and local resources.
<b>EXCLUSIVE PROVIDER NETWORK</b>	Mutual of Omaha develops and maintains its own robust network of licensed affiliate providers. Our exclusive provider network and personalized provider matching allow us to quickly get employees the help they need. EAP professionals will coordinate services with providers within employees' health insurance benefits, whenever possible.
<b>COUNSELING OPTIONS</b>	Employers can provide eligible employees and dependents with face to face visits on their EAP plan. After the thorough assessment and a referral recommendation, EAP professionals match callers with the best nearby provider. Employees can choose between face to face counseling or video telehealth on a secure HIPAA compliant tool.
<b>ONLINE SERVICES</b>	Readily available is an inclusive website with resources and links for additional assistance, including: <ul style="list-style-type: none"><li>• Current events and resources</li><li>• Family and relationships</li><li>• Emotional well-being</li><li>• Financial wellness</li><li>• Substance abuse and addiction</li><li>• Legal assistance</li><li>• Physical well-being</li><li>• Work and career</li><li>• Bilingual article library</li></ul>
<b>EMPLOYEE FAMILY LEGAL SERVICES</b>	<a href="http://www.mutualofomaha.com/eap">www.mutualofomaha.com/eap</a> offers valuable legal resources like a legal library, legal forms, and other helpful tools. One counseling session may be substituted for a legal consultation with an attorney (up to 30 minutes). A 25% discount is available if the member desires continued legal services with the same attorney.

**EMPLOYEE FAMILY  
FINANCIAL SERVICES**

Mutual of Omaha has partnered with iGrad's Enrich to provide eligible employees and dependents access to a financial wellness platform. The Enrich platform offers the ability to personalize the experience and content making it easy for employees to seek guidance specific to their financial needs. Through this platform, individuals can access comprehensive tools and resources to help them meet their financial goals. To access the financial platform, visit [www.mutualofomaha.com/eap](http://www.mutualofomaha.com/eap).

**EMPLOYEE  
COMMUNICATION  
MATERIALS**

To provide employees helpful information about EAP, flyers, posters and wallet cards are available in both English and Spanish. Also available are orientation videos and an educational library with articles, hand-outs and behavioral quick tips.

**UTILIZATION REPORTS**

A percentage-based quarterly report (upon request) is available to companies with more than 150 employees. An EAP utilization report provides valuable information regarding the use of the program by employees and return on investment for the organization.