

Employee Assistance Plan (EAP)

Cigna Behavioral Health 877-622-4327

MTS is concerned about the wellbeing of our employees. Sometimes you need to turn to a confidential professional source to help you through whatever it is you're experiencing. The MTS EAP is available to all US employees and members of their household. Reach out to the EAP for confidential professional help before problems interfere with job performance.

These problems may involve physical illness, emotional stress, relationships, marriage, divorce, children and teenagers, crisis intervention or any number of other difficulties. The EAP also provides resources for child care, senior care, financial & legal assistance, identity theft protection, and discounts on a variety of services & supplies, e.g. hearing care and fitness club discounts.

Call them any time, any day - they are just a phone call away whenever you need them – at no cost to you. An advocate is ready to help assess your needs and develop a solution to help resolve your concerns. He or she can also direct you to an array of resources in your community and online tools, including an article library.

Remember—this assistance is available to all employees, as well as family members.

Call Cigna Behavioral Health at **877-622-4327** 24 hours a day.

We can help you with that

MTS Systems Corporation – Employee Assistance Program

Face-to-face assistance and full-service work/life support, including enhanced financial and legal services

Call EAP at 1.877.622.4327 or visit us on the web at www.myCigna.com Employer ID: mts [For initial registration only]



Face-to-face assistance

Service level	<ul style="list-style-type: none">24/7 telephone access	<ul style="list-style-type: none">Network health care professional referrals	
Participant services	<ul style="list-style-type: none">Unlimited telephone consultationsCrisis intervention servicesCommunity resources	<ul style="list-style-type: none">Healthy Rewards® discount programOnline assessment toolsOnline article library	<ul style="list-style-type: none">Online access and referralsUp to 3 face-to-face sessions per issue, per member, per plan yearAvailable to employees' household members
Organizational services	<ul style="list-style-type: none">Account managementUnlimited management consultations and referrals	<ul style="list-style-type: none">Online management reporting	<ul style="list-style-type: none">Employer Service Hours (ESH) for onsite EAP seminars: trainings, health/benefit/wellness events, and critical incidents

Full-service work/life support, including enhanced financial and legal services

Telephone, click-to-chat, web mail	<ul style="list-style-type: none">Child care – Child care centers, family child care homes, in-home care, babysitting agencies and options, nanny agencies and options, au pair agencies and optionsSenior care – Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities, social and recreational programsPrenatal care – Birthing methods, nutrition, exercise, diet and child care pre-planningAdoption – State adoption specialist, adoption support groups, private adoption, national adoption organizations	<ul style="list-style-type: none">Parenting – Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet trainingSummer care – Residential camps, day camps, traditional camp programs, specialized camp programsSpecial needs – Common childhood illnesses, children with multiple disabilities, developmental delaysPet care – Veterinarians, insurance, pet sitting resources, obedience training, pet stores, pet supply catalogsEducation – Kindergarten programs, public schools	<ul style="list-style-type: none">Legal – 60-minute free consultation, 25% discount on usual fees, referrals to local providersIdentity theft – 60-minute free consultation with a fraud resolution specialistFinancial services – 60-minute free phone consultation with a qualified specialist on issues such as tax preparation, debt counseling and planning for retirement. 25% off tax preparation.
Online resources and tools	<ul style="list-style-type: none">Parenting – Adoption, child care, developmental stages, kid's well-being, educationAging – Adults with disabilities, aging well, planning for the future, U.S. systems for the elderly, housing options, home care, health, caregivers, grief and lossBalancing – Personal growth, communication, families, relationship, grief and loss, mental health, addiction and recovery	<ul style="list-style-type: none">Thriving – Health tools, live healthy, healthy eating, medical care, infant and toddler health, child health, adolescent health, women's health, men's health, senior health, health challengesWorking – Accomplished employee, effective manager, career development, training and development, workplace productivity, workplace diversity, workplace safetyLiving – Consumer tips, home improvement, home buying or selling, moving, financial, legal, ready docs, errands online, safety, pets, travel and leisure time, fraud and theft	<ul style="list-style-type: none">Educational materialsPersonal assessmentsInteractive toolsSelf-search resource locatorsEmail for consultant-assisted searchLive messaging for consultant-assisted searchWeb seminars
Referrals and fulfillment	<ul style="list-style-type: none">Up to three qualified referrals where available; if additional needed, participant calls back	<ul style="list-style-type: none">Turnaround Time: 12 business hours; emergency is six business hours	<ul style="list-style-type: none">Online and print fulfillment materials

Additional support services available for purchase

Expanded support options	<ul style="list-style-type: none">Adoption services subsidy programGeriatric case managementConvenience servicesMediation services	<ul style="list-style-type: none">Concierge servicesCareKitsNanny find servicesBackup care	<ul style="list-style-type: none">Lactation education and supportInternational EAPProfessional coaching	<ul style="list-style-type: none">Fitness for duty/behavioral risk assessmentSubstance abuse professional (SAP) services
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