



Resource Advisor is here with help for life's issues

A program to support your family, financial, and legal needs

Resource Advisor is a member assistance program you can use as part of your life and disability benefits from Anthem Blue Cross Life and Health Insurance Company. It offers resources, counseling, and services for you and your household family members when you may need them.

Support when and where you need it

Resource Advisor gives you and each family member up to three visits with a counselor per issue at no extra cost to you.

Counselors can help you cope with:

- Stress
- Anxiety
- Depression
- Family and relationship issues
- Illness



Connect with people who care

Call **1-888-209-7840** and ask for Resource Advisor. Steps to sign up for Talkspace:

1. Visit talkspace.com/associotecare and choose **Get Started**.
2. Fill out the registration form.
3. When asked for the **Organization** name, enter ResourceAdvisor.
4. Complete the *QuickMatch* questions.
5. Send a message or schedule a virtual session after you receive your counselor match.

Counseling by phone, in person, or video

Sessions are available through Resource Advisor or Talkspace

Resource Advisor

Call Resource Advisor to:

- Talk to a counselor by phone right away.
- Set up face-to-face sessions.
- Schedule a virtual visit using LiveHealth Online.

If you choose virtual visits, Resource Advisor can help you with LiveHealth Online. You will get a coupon code to access the visits at no extra cost to you. Connect with a counselor anywhere you have privacy and internet access.*

Talkspace

Talkspace provides confidential counseling for ages 13 and up. With Talkspace QuickMatch,™ you will be paired with a counselor who fits your needs and preferences. You can message your counselor through:

- Text
- Audio
- Video

You can also schedule a live chat, call, or virtual visit in real time.

Helpful resources and tools at no extra cost to you

Financial planning

A certified financial planner can work with you one on one to help with issues like retirement planning and saving for your child's education.

Legal services

Consult with an attorney over the phone at no charge. If you want to talk with an attorney in person, Resource Advisor's legal expert can set up a meeting at a discounted rate.

Identity theft recovery and monitoring

If someone stole your identity, Resource Advisor can connect you to a fraud specialist. They work with you and creditors, collection agencies, law firms, and credit reporting agencies for up to one year. Sign up for ID monitoring, receive credit report reviews, and place fraud alerts on credit reports.

Online tools to help with life's issues

Tap into support for common issues and challenges, like

- Creating a will
- Parenting
- Aging
- Healthy living
- Household support
- Referrals for services like elder care, pet sitting, and child care
- Funeral planning

Savings on goods and services you use every day

Perks at Work is a discount shopping program you can access through the Resource Advisor Savings Center. It can help you pay less for gym memberships, weight loss and food delivery programs, glasses and contacts, travel services, and other goods and services.



How to contact Resource Advisor

If you have questions or want to access the resources, call **1-888-209-7840** and ask for Resource Advisor, or go to **www.ResourceAdvisorCA.anthem.com** and enter ResourceAdvisor to log in.

*LiveHealth Online appointments are subject to availability.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross Life.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call **988** (National Suicide Prevention Lifeline) and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Talkspace does not offer emergency services.

Resource Advisor services are not a part of the certificate, policy, or trust agreement and do not modify any insured benefits. Resource Advisor additional services are provided based on negotiated agreements between the insurance company and certain service providers. Although the insurance company endeavors to make these services available to all policyholders and certificate holders as described, modifications to our agreements with service providers may require that services be periodically modified or terminated. Such modification or termination of services may be made based on cost to the insurer, availability of services, or other business reasons at the discretion of the insurer or service providers.

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