

Confidential, free help for personal, family and work problems.

Our Employee Assistance Program has one purpose – to work closely with you to correct situations before they interfere with your home or work life. We do this with high quality clinical and personal care. **JBG Clinical Care** is described on this page; **JBG Personal Care** on the reverse side.

What types of problems are covered by JBG Clinical Care?

Confidential assessment and brief counseling for:

- Marital Relationship
- Parent/Child Conflicts
- Grief and Loss
- Anxiety
- Stress
- Depression
- Substance Abuse
- Workplace Issues
- Gambling
- Other Concerns

How do I contact JBG Clinical Care and what should I expect?

Call **Jorgensen Brooks Group** at **520-575-8623** [toll free, **888-520-5400**].

Local, in-person clinical appointments can be made Monday through Friday, 8:00am through 4:30pm. Telephone and Internet Chat clinical appointments [45 minutes with licensed therapists] are offered, Monday through Saturday, 5:00am through 6:00pm. *Crisis services are available 24 hours/7 days.*

How many counseling sessions do I get and how many times can I use JBG Clinical Care?

You and your family can have **up to six (6) sessions** per problem, per person, per year. If you experience additional problems within the year, another series of **up to six (6) free sessions** may be authorized. Sessions for marital/relationship and family/child problems are for the group involved. A 90 day break between problems is required. Adult children living in the household may receive services up until the age of 26.

What if I need services beyond JBG Clinical Care?

JBG Clinical Care can guide you to available options, including self-help groups; behavioral health professionals; treatment programs; or other resource based on your condition, financial needs and/or insurance coverage. Always, **JBG Clinical Care** will first refer you to network providers in your medical plan. Once referred, you will be responsible for the cost of these services.

JBG Personal Care

You and your family have *free, unlimited use of JBG Personal Care*; the services are *available 24 hours/7 days by telephone, internet chat, or website*.

Call - 24 hours/7 days
Tucson: 520-575-8623
Toll Free: 888-520-5400

JBG Personal Care Website

- ⇒ www.jorgensenbrooks.com
- ⇒ Home page; Click JBG Personal Care
- ⇒ Find and click on "Click here to access your JBG Personal Care" ; in the new window, type in your Company Login: "Edge"

Live Chat

- ⇒ Follow instructions to JBG Personal Care
- ⇒ Home page, upper left
- ⇒ Click on LIVE CONNECT
- ⇒ Complete brief inquiry form to connect to Chat Now.

JBG Personal Care is another important benefit of your Employee Assistance Program. With this free, confidential service, professional consultants help you solve non-clinical problems for which you may not have experience or resources. Without the support of **JBG Personal Care**, life's pressures can become over-whelming.

Examples of key [not all] **JBG Personal Care** services are:

- **Legal:** Will preparation, landlord disputes, separation and divorce, estate issues; services can include 30 minute free consultation, in-person or by telephone with a local attorney, and a 25% discount on attorney fees. Employee disputes with employers are not covered.
- **Financial:** Budgeting, managing credit card debt, other matters. Financial planning is a regulated service and not included.
- **ID theft recovery:** Assistance with prompt notification of creditors and other financial providers; guidance on managing a return to control of your identity.
- **Child and Elder care:** Appropriate providers are nearby specialty resources for infants, children and older citizens
- **Education:** Resources for all types - primary and private, non-profit and profit, trade and higher education.
- **Housing:** Resources for all types – temporary and permanent, self-paying or subsidized.
- **Savings Center:** Discounts on thousands of personal, home and business goods without a membership fee.
- **Medical advice:** Website information provided through the **Mayo Clinic**