



**The Board of Pensions**  
of the Presbyterian Church (U.S.A.)

# Response

*Confidential  
assistance  
for you and  
your family*

*Response is a free EAP (employee assistance program) designed to help you handle problems that affect your physical, mental and spiritual well-being, work life and relationships.*

### Call Response first

To encourage you to seek assistance *early*, Response offers up to six **free** counseling sessions per person in your family for each problem. In this way, *you* can find help with the issues that impact your health and wellness.

### Response is ready

Use Response for any of these issues and more:

- Stress, anxiety and depression
- Marital and family difficulties
- Parenting problems
- Alcohol and/or other substance abuse
- Relationship problems
- Bereavement
- Career transition issues
- Balancing work and family
- Legal advice
- Financial counseling
- Adult care issues

### Response supports the entire family

If you are enrolled in the Benefits Plan, you and each eligible member of your family can use Response for free counseling, information and referral.

If you are a missionary serving the church in another country, you may call ValueOptions at 919-941-5491. To save on long distance phone charges, the staff will take your number and call you back.

Retired members covered by Medicare are eligible only for telephonic financial consultations and tax assistance during the first half of each year through this program.

### Confidentiality assured

The clinical or pastoral professionals providing services under the Response program protect your privacy. Response program participation and personal information is not shared with your employer or presbytery. Your participation in the program is treated confidentially in accordance with all applicable state and federal laws. No one will know you've accessed the program services unless you specifically grant permission.



## Call 24 hours a day, 7 days a week

Response is ready to handle your emergencies and urgent situations. Contact Response by calling 800-455-5129 toll-free. Missionaries may dial 919-941-5491. Online access is available at [www.achievesolutions.net/pcusa](http://www.achievesolutions.net/pcusa).

## Expert assistance and referral

When you call Response, a customer service representative will connect you with a professional clinical care manager who begins to assess your problem. Sometimes you can resolve the problem with the Response clinical care manager over the phone. If not, you will be referred for face-to-face assistance near your home or workplace.

## Complicated issues referred

If your issue turns out to be too complicated to be treated within the six free sessions, your provider will refer you back to ValueOptions for certification of ongoing mental health/substance abuse care under the Medical Plan. You may be able to use your same provider, as long as he/she is credentialed and qualified to practice at the required level of care.

## Abundant Health



**The Board of Pensions**  
of the Presbyterian Church (U.S.A.)

2000 Market Street, Philadelphia, PA 19103-3298  
800-773-7752 • 800-PRESPLAN • [www.pensions.org](http://www.pensions.org)

Members and their families covered under the Anthem HMO in Louisville may receive care through the HMO upon being referred by their Response provider.

Be assured that you may call ValueOptions in complete confidence at 800-455-5129 for all your behavioral health needs and questions.

## Other specialized services available through Response

### *Legal and Financial Solutions*

If you would like legal and/or financial advice by telephone, ask the customer service representative at Response to connect you with a legal and/or financial solutions advisor within your state of residence. He or she can help you with common issues such as divorce, domestic violence, estate planning, family budgeting, custody and visitation, wills and probate, child support, retirement planning, bankruptcy and elder care obligations.

For further legal assistance, Response can refer you to a pre-screened local attorney who offers services at reduced fees (employment-related matters are excluded). An initial half-hour office consultation, either by telephone or face-to-face, with a participating attorney is available at no cost.

Should you need help with financial matters, telephone consultation is also available.

Relieve tax-time stress or receive advice by remembering to call a Response legal and financial solutions advisor.



### ***Clergy Consultation Service***

A specialized Clergy Consultation Service (CCS) is uniquely qualified to help clergy and lay members with a wide range of ecclesiastical, spiritual and ethical concerns. To access this service, simply request to speak to a licensed, ordained CCS professional when you call Response. CCS offers you up to six phone consultations for each problem.

### ***Achieve Solutions***

Reach Response online through Achieve Solutions; [www.achievesolutions.net/pcusa](http://www.achievesolutions.net/pcusa).

Now you can find information about various topics at your own convenience from your computer. You can discreetly ask for a call back from a Response professional or link to related Board of Pensions information at the Achieve Solutions Web site. This Web site is secured for your privacy and protection.

### **Coping with chronic disease**

Coping with the diagnosis and daily management of a chronic disease, particularly if it prevents you from working, can be overwhelming. You can find spiritual and emotional support and help in the daily management of your disease by calling Response. Plan members or eligible family members with diabetes or heart disease are encouraged to call Intracorp Smart Steps (888-277-2003) for information about enrolling in the Disease Management Programs. (Those enrolled in the Anthem HMO should consult that plan about similar programs.)

***Still have questions?***

***Call Response today.***

***800-455-5129***

**At your fingertips...Response**

**Clip this card and keep it  
in your datebook or wallet.**

### **The Response Program**

- Stress, anxiety and depression
- Marital and family difficulties
- Parenting problems
- Alcohol and/or other substance abuse
- Relationship problems
- Bereavement
- Career transition issues
- Balancing work and family

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