



# LifeReferrals 24/7

Experts to help you handle life

Everyone can use a hand sometimes, and LifeReferrals 24/7<sup>SM</sup> offers convenient support to help you meet life's challenges. A simple phone call connects you with a team of experienced professionals ready to assist you with a wide range of personal, family, and work issues.

All of these services, including referrals to community resources, are confidential and available for no copayment or extra cost.\* When you call, you'll be guided to the appropriate expert, depending on your needs:

**Personal issues** – For matters like relationship problems, stress, and grief, you can talk by phone to trained counselors and request face-to-face sessions with licensed therapists.

- You're eligible for three face-to-face counseling visits in each six-month period.
- You're eligible for an unlimited number of phone consultations with LifeReferrals 24/7 specialists.

**Financial, legal, and mediation questions** – Request referrals for consultations with professionals about legal matters such as wills, landlord/tenant issues, and alternatives to litigation; and financial matters such as retirement planning and tax preparation.

- You're eligible for unlimited inbound telephonic consultations for financial matters and referrals
- Each year you're eligible for one 60-minute consultation with an attorney per issue, and one

60-minute consultation with a mediator per issue. You'll also get a 25% discount on additional consultations with those same providers.

- Each year you are eligible for one 60-minute face-to-face consultation per issue per year for select high-level financial or retirement planning issues.

**Identity theft assistance** – You're eligible for unlimited consultations with a specialist who can help restore identity and credit, dispute fraudulent debts and help prevent future identity theft occurrences.

**Referrals to community resources\*\*** – A specialist can provide useful information and referrals to a wide range of resources, including:

- Smoking cessation programs
- Child and elder care
- Meal programs
- Transportation assistance
- Chronic condition management

You can call LifeReferrals 24/7 toll free, any time, at **(800) 985-2405**. You'll also find more information on our Web site, **blueshieldca.com**.

\* Some services may not be available to all Blue Shield members; check your plan *Evidence of Coverage* or *Certificate of Insurance*, or call the customer service number on your member ID card to see what your plan offers.

\*\* Any costs associated with using the community resources are the responsibility of the member.