

Our UCF Employee Assistance Program (EAP) can provide free and/or discounted services to you, all members of your household and your adult children up to the age of 26, regardless of your medical insurance coverage. (EAP services are not provided to OPS employees.)

Services are available 24 hours a day, 7 days a week including but not limited to counseling and relationship support, online searches for locating resources families need in their daily lives, and confidential legal and financial advice, to name a few.

Counseling Services

Unlimited, 24 hour telephone access to licensed behavioral health professionals who can provide support, consultation and resources for a variety of issues including:

- Anger Management
- Family Relationships
- Stress
- Substance Abuse
- Work and Home Life Balance

You also receive 3 free face to face counseling sessions per year, per issue with no deductibles or copays.

Legal Services

Receive a ½ hour free consultation each plan year with a participating attorney for each new legal topic related to:

- Document preparation
- General law (excluding employment law)
- Mediation Services
- Special Needs, including emergency matters

You will receive a 25% off the hourly rate charged by the participating attorney for any legal services not covered and/or beyond the 1/2 hour initial consultations referenced above.

Online Searches

Online information and provider search features for locating resources that families need, such as:

- Adoption
- Care for people with disabilities
- Caregiver support
- Child care
- Consumer information
- Convenience/personal services
- Elder care
- Parenting
- Pet care
- School/college planning
- Special needs
- Summer care

Financial Referral Services

Consumer Credit Counseling, Community Services ranging from financial education and financial counseling to other personal finance needs:

- Bankruptcy
- Budgeting & Credit Analysis
- College Funding, Buying vs. Leasing
- Consumer Credit Counseling
- Debt
- Financial Counseling
- Financial Education
- Financial Planning
- IRS Matters, Tax Levies & Garnishments
- Mortgages/Refinancing
- Retirement
- Tax Questions & Preparation – including a 25% Discount off tax preparation services

Call our EAP provider, Aetna Resources for Living at 800-272-7252.

Employees can also access our EAP resources through the UCF Human Resources website or visit them at www.mylifevalues.com.

If asked for a Username and Password, use “UCF” for both.

Username: UCF

Password: UCF

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