

**Under our EAP you can receive no-cost, confidential help for a wide variety of needs and concerns:**

- Depression
- Stress Management
- Anxiety
- Marital Difficulties
- Relationship Problems
- Family Conflict
- Alcohol or Drug Addictions
- Financial or Legal Concerns
- Parenting Concerns
- Problem Gambling
- Eating Disorders
- Childcare and Eldercare

**No problem is too large or too small. Contact the EAP for assistance.**

**866.451.5465**

## **Embedded Employee Assistance Program (EAP) with Claimant Assist**

Support for Employees\* with Life or Disability Insurance Through National Insurance Services



Your EAP and Claimant Assist Administrator:



**BENSINGER  
DU PONT  
ASSOCIATES**

134 North LaSalle Street, Suite 2200  
Chicago, IL 60602

### **Telephone assistance:**

**EAP: 866.451.5465**

**Claimant Assist: 866.472.2734**

### **Online:**

[www.niseap.com](http://www.niseap.com)

Password: NISenhanced

Offered by:

**NATIONAL INSURANCE  
SERVICES**

**Corporate Headquarters**

250 South Executive Drive, Suite 300, Brookfield, WI 53005

**Offices Nationwide**

800.627.3660

[www.NISBenefits.com](http://www.NISBenefits.com)

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\*The EAP is for use by the covered employee only. While issues may concern family members, all contacts to the EAP must be made by the employee.



- **Access to masters-degreed counselors 24-hours a day through a toll-free number.**
- **Up to three in-person assessment and counseling sessions.**
- **Legal Assistance**  
Counselors may refer you to a telephone and/or one in-person consultation with an attorney.
- **Financial Assistance**  
Telephone consultation with a financial consultant to address questions on budgeting, taxes and debt consolidation.
- **Childcare and Eldercare Assistance**  
Telephone consultation with a work-life professional to provide information, referrals and resources related to childcare or eldercare concerns.
- **Memorial Planning Assistance\*\***  
Telephone consultation with a work-life specialist to assist with memorial and funeral planning. Services include identifying potential locations, associated costs for services and providing information to help coordinate logistics.

**\*\* Available to Life insurance beneficiaries only.**

**EAP services are available to you two ways:**

**Call toll-free:** 866.451.5465

**Online:** [www.niseap.com](http://www.niseap.com)

Your password is: NISEnhanced

**Claimant Assist services are available toll-free at: 866.472.2734**

### The EAP Program

Everyday life can be stressful and can affect your health, well-being and performance. Fortunately, our Employee Assistance Program can aid in finding solutions. When facing personal problems, you might struggle with where to turn for help. The first step is usually the hardest, and guidance is often the key. That's why National Insurance Services (NIS) offers an Employee Assistance Program (EAP). An EAP offers a confidential place to find the answers that work for you.

### Your EAP Service Provider

Bensinger, DuPont & Associates (BDA) is a leader in the field of Employee Assistance and has been providing employee assistance services for over 20 years. BDA has the experience to provide the broad range of services and guidance that is paramount to an EAP – whether it's help with day-to-day concerns or guidance through a challenging crisis. The information you discuss through the EAP is kept confidential in accordance with federal and state laws.

### The EAP Process

When you access the EAP, BDA counselors listen and take action toward finding solutions. The next step may include meeting with a mental health

counselor for up to three face-to-face visits, negotiating health insurance benefits or referrals to community resources for legal and financial services.

### Referrals and Resources

You can receive information and a listing of childcare and eldercare resources with confirmed vacancies meeting your specifications. If face-to-face mental health counseling sessions are required, BDA counselors will refer you for counseling at a location that is convenient to your home or work. BDA counselors can also refer you to self-help groups such as Alcoholics Anonymous or Gamblers Anonymous and community financial and legal resources for debt management.

### Claimant Assist

NIS's Claimant Assist program offers special services to Long-Term Disability claimants or Life insurance beneficiaries at no charge. If you have Disability insurance coverage through NIS, our Long-Term Disability Claimant Services are available to guide and counsel claimants and their immediate family members. If you have Life insurance coverage through NIS, our Beneficiary Services Program provides counseling and assistance to beneficiaries when faced with the challenge of coping with loss.





## Identity Theft Assistance Services

From a lost wallet to full-on credit card fraud, having your personal information compromised is stressful. Our risk management specialists are trained and certified to help restore your peace of mind, and the good name you've worked hard to achieve. We can guide you, or your family member, through the resolution process with understanding and common sense. We hope you never need us – but we're here if you do!

The certified risk management specialists\* can assist you with:

- Assessing the scope of suspected or actual fraud
- Putting you in contact with law enforcement or local governmental agencies as necessary
- Filing the Identity Theft Victim's Complaint and Affidavit
- Assisting with credit bureau fraud alerts
- Guiding you through the resolution process

You will receive complete documentation for your records and continued follow-up and ongoing support as needed.

**Call us toll-free 24/7 at 855.860.3727**

*\*Institute for Fraud Risk Management certified.*

Resolution services offered to you by your employer and



Identity theft assistance services are provided by AMT Consumer Services, Inc., which is not affiliated with Madison National Life Insurance Company. Services provided by AMTCS are not part of the Madison National insurance policy, and Madison National is not responsible for any acts or omissions of AMTCS in connection with or arising under identity theft assistance services.

ID Theft Assistance Disclosure: Access to this program is conditioned upon: (i) you remaining a Madison National Life customer during the term of the program; (ii) the payment of the monthly fee to AMT Consumer Services, Inc., by your provider for your participation; and (iii) the program terms and conditions. This program does not provide credit repair services or any form of legal advice.