

## U.S. Resources to Help with Life & Work Challenges

### Employee Assistance Program

**The Employee Assistance Program (EAP)** is a support program available to all BWXT U.S. employees, dependents and household family members, regardless of your medical plan or other benefits. EAP offers referrals, counseling, resources and more for life's ups, downs and major changes. Professional consultation is available in-person and by phone.

EAP support is free and protected by HIPAA, the Health Insurance Portability and Accountability Act, and is never shared with BWXT. Our U.S. employees and their family are eligible to receive up to six free hours of counseling per year, anytime that they may need it. Whether or not your particular situation is resolved within these six hours provided by BWXT EAP services, counselors will continue to be available to you.

Learn more about [EAP services](#) on myBWXT.

### Health Advocate

**Health Advocate** (866-695-8622) is available Monday through Friday from 8:00 a.m. – 12:00 a.m. ET (5:00 a.m.–9:00 p.m. PT) for questions about claims and how to use the U.S. salaried and hourly non-bargaining medical, dental, and vision benefits. Health Advocate can help:

- Find doctors, hospitals and other healthcare providers
- Explain complex medical conditions, schedule follow-up visits; facilitate second opinions; transfer X-rays and medical records
- Better understand the BWXT plan provisions
- Resolve insurance claims issues and assist with billing errors, including claims for 2016
- Make cost-effective decisions through their pre-service pricing tools
- Locate eldercare services, address issues facing parents
- With autistic children or if you suspect that your child may have autism, or another ASD-related condition
- With Medicare plans, as well answer any Medicare-related questions (may be used for help with parents)

## ConsumerMedical

Available at no cost to the employee, **ConsumerMedical** provides high-touch clinical support by a team of healthcare professionals who address all conditions, challenges and surgical decisions.

ConsumerMedical is available to U.S. employees enrolled in a BWXT medical plan and can help with a treatment decision, validate the treatment decision you made, or help you better understand diagnosis/treatment options.

In addition, if you're already having discussions with your doctor about lower back surgery, hip or knee replacement, weight loss surgery or a hysterectomy, you may qualify for a \$400 prepaid card just for participating in the program. Note: The procedures listed above are the only qualifying surgeries.

Contact ConsumerMedical

- 1-888-361-3944: Monday – Friday, 8:30 a.m. to 11:00 p.m. Eastern Time
- myconsumermedical.com: To register, enter company code BWXT
- MyMedicalAlly app: Download free from the App Store or Google Play

Learn more on [myBWXT](#).

## Live Health Online (LHO)

To assist with determining if an employee should stay home when feeling ill, BWXT will be offering [Live Health Online](#) (888-548-3432) services at no cost to BWXT employees and their family members.

- Employees in a non-bargaining BWXT medical plan will have a \$0 co-pay for calling LHO. All other employees, including employees covered under a CBA, will be charged \$59 at the time of service, but can submit their payment for reimbursement through their local Human Resources or Labor Relations representative.
- Due to an increase in call volumes, expect some delays.

## Group Legal

**MetLife Legal Plans** is offering free attorney document review and consultation services to all BWXT employees until July 31, 2020. You do not have to be currently enrolled in the legal plan to contact an attorney for help with issues related to the coronavirus event including:

- Caregiving legal matters, to have nursing home agreements reviewed, get answers to Medicare and Medicaid questions or consult about parents' estate planning documents
- Insurance forms and other real estate or rental agreements
- Advice for estate planning and what documents you already have or may need

To get connected to an attorney, call the MetLife Legal Plans Customer Service Center at 800-821-6400 and indicate that you are interested in the document review and consultation services being offered as part of the Disaster Relief Plan. For a list of exclusions, please visit: <https://www.legalplans.com/terms-of-service/>