

Frequently Asked Questions about SupportLinc

1. **What is SupportLinc?** SupportLinc, by Curalinc Healthcare, is an employee assistance program (EAP). SupportLinc will replace the current Cigna EAP offering.
2. **When will SupportLinc services be available to Stanley Black & Decker?** As of January 1, 2024, Stanley Black & Decker benefits-eligible employees, spouses/partners, dependents, and other family members living in their homes will have access to SupportLinc.
3. **How can I access SupportLinc?** As of January 1, 2024, you can get started with SupportLinc by calling 888-508-1170 or register online at sbdsupportlinc.com (registration code: SBD).
4. **Will I still have access to Cigna EAP?** No. As of January 1, 2024, SupportLinc is the resource for all requests for new EAP services. You will no longer have access to Cigna EAP for new service requests. If you are enrolled in medical benefits through Cigna, you will continue to have access to behavioral health support through MDLive, Headspace (formerly Ginger), and Talkspace through your medical benefit by calling Cigna at 1-800-243-3280 or by logging into your MyCigna account online or through your mobile app.
5. **What if I am currently meeting with a counselor through Cigna EAP and will not finish my sessions before January 1, 2024?** If you were referred to a Cigna EAP counselor prior to January 1, 2024, you will have 180 days from the date of the authorization to complete your 5 free EAP sessions.
6. **When is SupportLinc available?** SupportLinc is available 24/7/365 to support you, your spouse/partner, dependents and any other family member living in your home. You can reach SupportLinc at 888-508-1170 or register online at sbdsupportlinc.com (registration code: SBD).
7. **Will my company know if I use SupportLinc?** No, use of SupportLinc is completely confidential unless you are in a life-threatening situation, and we need to take immediate action to protect your safety.
8. **Is everyone who answers the phone a counselor?** Yes, SupportLinc is staffed around-the-clock by licensed counselors, called Care Advocates, who can provide immediate telephonic support.
9. **What types of problems can SupportLinc help me with?** SupportLinc can assist you with a variety of common concerns including depression, anxiety, stress, relationship problems, grief and loss, alcohol or substance use, anger management, work-related pressures and more.
10. **Are counseling sessions offered through SupportLinc?** Six sessions of short-term counseling sessions per occurrence are available through the program, virtually or in-person, at no cost to you.
11. **Can I specify which counselor qualities are most important to me?** Yes. Your Care Advocate will assist you in locating a counselor that meets as many of your unique preferences as possible and is also included in your health plan. Standard referral turnaround time is 48 hours. However, specific requests may result in slightly longer wait times for an initial appointment. Your Care Advocate will always offer choices and help you understand your options.



StanleyBlack&Decker



Download
the mobile
app today!



1-888-508-1170



sbdsupportlinc.com
group code: SBD

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12. **Where can I learn more?** You can access all of the care modalities, digital information and work/life solutions available through SupportLinc online or through the mobile app.
13. **What other resources are available?** SupportLinc also offers text therapy, emotional fitness coaching, digital behavioral health, and a variety of self-serve toolkits, flash courses, educational tip sheets and more.
14. **What if I need additional help?** If you need care beyond short-term counseling, your counselor and Care Advocate will work together to connect you and your in-network provider to the care you need.
15. **What if I don't want to call and would like to access services another way?** There are a variety of additional program access points on the web and mobile portal, including a digital Mental Health Navigator, TextCoach®, Inline Scheduling, Animo, Email/Ask the Expert & Digital Support Group. Any of these choices allow you to connect to the care option that best matches your interests with the click of a button.
16. **How can SupportLinc help me balance work and home?** Consultations, resources and referrals are available for a variety of concerns including legal, financial, dependent care and more.
17. **Who can help me if I have any difficulties, questions or concerns?** Your Care Advocate will ensure you are connected to the care you need. You can contact your Care Advocate directly, or you may call the EAP 24/7 at 888-508-1170 for immediate assistance.



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