



RFL phone lines are open

Resources For Living (RFL) is offering support and resources to individuals and organizations who have been affected by the Los Angeles wildfires. Through this liberalization, those in need of support can access RFL services whether or not they have it as part of their benefits.

- Individuals and organizations who don't have RFL can contact RFL at **1-833-327-AETNA (1-833-327-2386)**
- Members and Plan Sponsors who do have RFL should call their designated RFL number available in program materials

Liberalized services include:

- **In-the-moment phone support** to help callers cope with the emotional impact of the event
- **Resource research and referral** to guide callers to local services to meet their needs
- [Informational brochures](#) about dealing with a crisis [use the "Coping with different types of crises" dropdown at the bottom of the list]
- [Crisis support website](#) including support services in the local area [Click the link to "Current national events" for the most current listing of resources, if available.]
 - Note: This site is available to the public – those who do not have RFL for EAP services. Plan Sponsors and Members should use their RFL website to get full access to the online resources and tools
- **Management consultation** to help organizations respond to the needs of their employees, even if they're not RFL customers
 - Employers may contact our specialized support line at **1-866-579-4684**
 - Onsite services are available on a fee-for-service basis for companies to help their employees recover from the impact of these events on the workplace