

**IF YOU NEED HELP, CALL TOLL-FREE
24 HOURS A DAY, 7 DAYS A WEEK:**

**(866) EAP-4SOC
(866) 327-4762**

TDD callers, please dial: **(800) 327-0801**

or visit us on the web at:

eap4soc.mhn.com

and register with the access code: **soc**

MHN CAN HELP

We can help you and your family with many personal and work-related issues, including:

- Achieving life balance
- Substance abuse
- Stress and anxiety
- Grief and depression
- Marital, family and relationship issues

WHAT IF I HAVE A COMPLAINT?

If you have a complaint or dispute about MHN's services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online via the MHN website at: www.mhn.com, or submit a complaint in writing to:

**MHN
Quality Improvement Department
503 Canal Boulevard
Point Richmond, CA 94804**

Complaints are acknowledged within five days and submitted for resolution to the appropriate department.

EVIDENCE OF COVERAGE AND DISCLOSURE

To see a complete description of your EAP benefits in MHN's Combined Evidence of Coverage and Disclosure Form (EOC), please review the EOC, available through your benefits department. You may also contact MHN at the number below for a copy of the EOC (California members only).

MHN is a licensed California specialized health care service plan. The Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against MHN, you should first telephone MHN at 1-866-EAP-4SOC (1-866-327-4762), and use MHN's grievance process, as described above, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by MHN, or a grievance that has remained unresolved for more than 30 days, you may call the Department. You may also be eligible for an Independent Medical Review ("IMR"). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The Department has a toll-free telephone number (1-888-HMO-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's Internet website (<http://www.hmohelp.ca.gov>) has grievance forms, IMR application forms and instructions online.

WELCOME TO THE STATE OF CALIFORNIA'S EMPLOYEE ASSISTANCE PROGRAM

As a State of California employee, you and your eligible dependents have access to a statewide Employee Assistance Program (EAP). This program is provided by the State of California as part of the State's commitment to promoting employee health and well being. Offered at no charge to you, the EAP provides a valuable resource for support and information during difficult times, as well as consultation on day-to-day concerns. The EAP is an assessment, short-term counseling and referral service designed to provide you and your family with assistance in managing everyday concerns.

Circumstances at home can spill over into your work life, just as difficulties on the job can affect relationships at home. If left unattended, issues that were once minor can become more serious and have a negative impact both at home and at work.

When times get tough, most of us can benefit from talking through our problems with someone who is objective. Experienced. Someone who can help us sort things out ... a professional who will listen in confidence and help us find a good solution.

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STATE OF CALIFORNIA'S EMPLOYEE ASSISTANCE PROGRAM



IT'S ABOUT YOU



When you have a problem, call your EAP.

EAP SERVICES



CLINICAL COUNSELING

Your EAP can provide an assessment, counseling, assistance and, if needed, referral to additional services. Eligible members are entitled to a set number of face-to-face or telephonic consultations per problem type, per benefit period, for a wide range of issues, including:

- **Alcohol abuse**
- **Drug abuse**
- **Marital and family issues**
- **Emotional, personal and stress concerns**

WORK & LIFE SERVICES

Telephonic consultations are available for:

- **Child and Elder Care Assistance** – Help with identifying care-giving needs and options, and in accessing available community and financial resources.
- **Financial Issues** – Budgeting, credit and financial guidance (tax or investment advice, loans and bill payments not included).
- **Federal Tax Assistance** – Help for IRS audits and unfiled or past-due tax returns (not a tax representation or preparation service).
- **Pre-Retirement Planning** – Guidance for planning a quality retirement (does not include investment, tax or legal advice).
- **Daily Living Services** – Referrals for everyday errands, travel, event planning and more (does not cover the cost, nor guarantee delivery, of services).
- **Legal Services** – Telephonic or face-to-face legal consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, criminal matters, the IRS and estate planning (excluding disputes or actions between members and their employer or MHN). Help with organizing records and vital documents, and with arranging “final details” for a loved one.

ONLINE MEMBER SERVICES

Access EAP information and tools online. With the click of a mouse you can:

- Search for an MHN counselor
- Manage your stress with interactive tools
- Take a health risk assessment
- Ask our expert an emotional health question

The website also has information and tools on:

- Depression
- Anxiety
- Substance abuse
- Grief and loss
- Health and fitness
- Child and elder care
- Communication and relationships
- Personal finance

To access these services:

- Go to eap4soc.mhn.com, or use the link on the State's website: www.dpa.ca.gov/benefits/other/eap/eapmain.shtm.
- Click the **Register** button and follow the simple registration process, using your company access code (**soc**) and selecting your own user name and password.

If you wish to obtain a referral to a counselor, please call **(866) EAP-4SOC (866-327-4762)** for assistance.

ELIGIBILITY

Active State employees, their lawful spouse or registered domestic partner, and unmarried, dependent children are eligible. Dependent children include: natural, adopted or step-children who are under the age of 23. Children of any age who are incapable of self-sustaining employment due to a mental or physical disability are also eligible. Dependent children in the military are not eligible.

Depending on your employment category, you are eligible for the number of sessions listed in the eligibility levels grid to the right.

Please note that when both spouses/registered domestic partners are State employees, spouses/registered domestic partners and family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one counselor are counted as one session.

ELIGIBILITY LEVELS

Employment Category	Counseling Sessions Per Year (July 1 - June 30)
Level 1	
Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory and confidential employees of the California Highway Patrol.	<ul style="list-style-type: none"> • 7 sessions per problem type for employee • 7 sessions per problem type for spouse or registered domestic partner • 7 sessions per problem type <u>total</u> for dependent children, not including the employee and spouse
Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07) and confidential employees (C07) in any other department.	
Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06) and confidential employees (C06).	
Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08) and confidential employees (C08) including seasonal and intermittent firefighters.	
Level 2	
All California Highway Patrol, Department of Forestry and Fire Protection (State Fire Marshall), and Department of Corrections and Rehabilitation employees (unless listed in Level 1 above).	<ul style="list-style-type: none"> • 3 sessions per problem type <u>total</u> for employee, spouse or registered domestic partner, and dependent children
Level 3	
All other employees.	<ul style="list-style-type: none"> • 3 sessions <u>total</u> for employee • 3 sessions <u>total</u> for spouse or registered domestic partner, and dependent children

Exceptions:

- Retirees covered by Level 1 services may use EAP for 90 days after the date of retirement, as may CHP employees who were covered by Level 2.
- Surviving family members of employees who had Level 1 benefits, and family members of CHP employees who had Level 2 benefits may use EAP services for six months after the death of an employee.
- Eligibility for EAP services for surviving family members of all other employees stops at the end of the month after the month the death occurred.
- Excluded employees and those in Bargaining Units 1, 3, 4, 11, 15, 20 and 21 are allowed to receive a six-month extension to their EAP benefit following layoff from State Service. The extension is for time only and not an increase in benefits or visits.

WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM (EAP)?

An EAP is a service designed to help you manage life's challenges. Everyone needs a helping hand once in a while, and your EAP can provide it. We can refer you to professional counselors and services that can help you and your eligible family members resolve a broad range of personal problems affecting your emotional health, family life and work life.

WHO WILL PROVIDE THE HELP?

Counselors and professionals provide MHN's EAP services. These include psychologists, social workers, marriage and family counselors, financial advisors, child and elder care providers, enrolled IRS agents, retirement counselors and lawyers.

WILL I HAVE TO PAY FOR SERVICES?

No. Your employer pays for your EAP services. There are no co-payments, deductibles or co-insurance payments, and you will not be liable to an MHN counselor for any fees covered by your EAP under any circumstances. If, however, you desire additional services not covered by the EAP, or if you choose a counselor not in MHN's network, you will be responsible for payment.

ARE EAP SERVICES CONFIDENTIAL?

Yes. Your privacy is important to us. MHN abides by State and federal mandates governing confidentiality. Any information you reveal is held in confidence and your identity is protected by law.

HOW DO I GET HELP?

Simply call **(866) EAP-4SOC (866-327-4762)**. Your call will be answered by an experienced intake specialist. Based on your needs, the specialist will either provide a referral to a counselor or consultant, or connect you with one.

WHEN SHOULD I SEEK HELP?

The right time to seek help for a problem is as soon as possible, before it becomes critical. You can call any time, 24 hours a day, 7 days a week.



For more information about your EAP or to schedule an appointment for confidential counseling, please call:

(866) EAP-4SOC

(866) 327-4762

(In an emergency, call 911)

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