



Welcome to the State of California's Employee Assistance Program

As part of our commitment to employee health and well-being, the State of California offers a statewide Employee Assistance Program (EAP) for employees and their eligible dependents. The EAP, provided at no charge to you, is an assessment, short-term counseling and referral service. Our services are here to help you and your family manage everyday concerns, and to offer extra support during difficult times.

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

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

- Concerns about alcohol or drug use
- Stress, anxiety, changes in mood, and sadness
- Grief and loss
- Health and wellness
- Daily living
- Financial and legal issues
- Identity theft



Eligibility table

Employment category	Face-to-face 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 total 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 Marshal), and Department of Corrections and Rehabilitation employees (unless listed in Level 1 above).	<ul style="list-style-type: none"> • 3 sessions per problem type total for employee, spouse or registered domestic partner, and dependent children.
Level 3*	
All other employees.	<ul style="list-style-type: none"> • 3 sessions total for employee. • 3 sessions total for spouse or registered domestic partner, and dependent children.

*Exceptions:

- Retirees covered by Level 1 services may use the 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 services and family members of CHP employees who had Level 2 services 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, 2, 3, 4, 11, 15, 20, and 21 are allowed to receive a six-month extension to their EAP services following layoff from state service. The extension is for time only and not an increase in services or sessions.

We speak your language!

When you call MHN, free interpretation services are available in over 170 languages.

¡Hablamos su idioma!

Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas.

我們說您的語言！

您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。

Evidence of Coverage and Disclosure

To see a detailed description of your EAP benefits, please review your Employee Assistance Program Combined Evidence of Coverage and Disclosure Form (EOC), available through your benefits department. You may also contact MHN at the number in this brochure for a copy of the EOC (California members only). Please note that, in the event of discrepancies between member materials and EOC documents, the terms of the EOC will prevail.

MHN is a licensed California specialized health care service plan. The California 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 call MHN at the number in this brochure, 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.

You may call the Department 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, (unless the member is notified within those 30 days that additional time is required and the reason for the delay is documented). You may also be eligible for an Independent Medical Review (IMR). If so, 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 (1-888-466-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's website (www.hmohelp.ca.gov) has grievance forms, IMR application forms and instructions online.

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State of California's Employee Assistance Program



We're here to help

Your Employee Assistance Program – or EAP – is provided by the State of California to help you be happy, healthy and productive. There are never any charges for covered services.

Clinical support

Call your EAP any time for help with emotional health issues. An intake representative will learn more about what you need and connect or refer you to a professional who can help. Depending on your needs, we may refer you to a psychologist, social worker, or marriage and family counselor who can help you with:

- Marriage, family and relationship issues
- Stress and anxiety
- Grief and loss
- Anger management
- Domestic violence
- Alcohol and drug dependency
- Other emotional health issues

We offer appointments face-to-face, in a network provider's office, or via phone or web-video.

Please see the eligibility table for the number of face-to-face sessions your plan provides. You also have additional telephonic/web-video services that can be used, as needed, for EAP problem resolution. EAP services are not meant to be a substitute for short-term or long-term behavioral health needs.



If a member does have behavioral health needs, we will offer a referral to appropriate medical or mental health services.

Work & life services

Your EAP also features services to help you balance work and life. After finding out what you need, we'll connect or refer you to a consultant, financial advisor or lawyer for:

- **Childcare and eldercare assistance** – Needs assessment plus referrals to childcare and eldercare providers.
- **Financial services** – Budgeting, credit and financial guidance (investment advice, loans, and bill payments not included), and retirement planning.
- **Legal services** – Telephonic or face-to-face consultations for issues relating to civil, consumer, personal, and family law, financial matters, business law, real estate, estate planning, tax issues, and more (excluding disputes or actions between you and your employer, or MHN).
- **Identity theft recovery services** – Information about ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized.
- **Daily living services** – Referrals to consultants and businesses that can help with everyday errands, travel, event planning, and more (does not cover the cost nor guarantee vendors' delivery of services).



Online member services

MHN's EAP member website – eap4soc.mhn.com – features a wide range of tools and information to help you take charge of your well-being and simplify your life. Register with your access code (soc) to:

- Search for an MHN counselor and get a referral.
- Take our health assessment for personalized tips for living better.
- Access self-help programs for stress, healthy eating, fitness, and smoking cessation.
- Find articles on emotional health, health and fitness, financial and legal issues, and more.
- Access helpful tips, tools, and calculators to help you with finances, legal issues, and retirement planning.
- Search our online childcare and eldercare directories.

Eligibility

Active state employees, their lawful spouse or registered domestic partner, and unmarried, dependent children are eligible. Dependent children include natural, adopted or stepchildren 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 table on the back of the brochure.



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.

Your privacy

EAP services are confidential. Your privacy is important to us, and it is protected by state and federal laws.



Appeals and grievances

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 MHN's website at www.mhn.com, or submit a complaint in writing to:

MHN Appeals and Grievances

PO Box 10697
San Rafael, CA 94912

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

Employee Assistance Program

For more information about your EAP, or to make an appointment for confidential counseling, call us anytime at:

1-866-EAP-4SOC | 1-866-327-4762
TTY users should call 1-800-327-0801.

Or visit: eap4soc.mhn.com
(access code: soc)

In an emergency, call 911.