

State of California

M E M O R A N D U M

(REVISED)

TO: PERSONNEL MANAGEMENT LIAISONS **DATE:** May 24, 2004
REFERENCE CODE: 2004-016

THIS MEMORANDUM SHOULD BE DISTRIBUTED TO:

Personnel Officers
Employee Assistance Program Coordinators

FROM: **Department of Personnel Administration**
 Benefits Division

SUBJECT: Managed Health Network Awarded State's Employee Assistance Program
 Contract

CONTACT: Jackie Hensley, Statewide Employee Assistance Program Coordinator
 (916) 324-9353, CALNET 454-9353
 FAX: (916) 327-3769
 Email: jackiehensley@dpa.ca.gov

The purpose of this memo is to notify you that effective July 1, 2004, Managed Health Network (MHN) will be the State's new provider for Employee Assistance Program (EAP) services.

As a result of this contract change, there will be:

- **No changes in benefits.**
- **Possible changes in provider networks.** While many of our current EAP counselors serve MHN clients, there may be instances where employees will need to change to a MHN counselor. Employees should be advised to contact their current counselors to determine if they are part of MHN's network. If the employee's counselor is not currently part of MHN's network, but would like to be, they may apply directly to MHN's Professional Relations Department at (800) 541-3353. Counselors should request an application, indicating they are currently providing services to the State of California.

- **A new contact number.** The new toll-free telephone number will be: (866) EAP-4SOC or (866) 327-4762. The TDD contact number will also change to: (800) 327-0801.
- **No changes in procedures.** The process of accessing EAP services for self-referrals, management referrals, Critical Incident Stress Debriefings or specialized trainings, or grievances/complaints will remain the same. Departments and employees will continue to call the toll-free number to access these services.
- **A new URL address for employees to use for MHN's online services.** Access this new site through DPA's website at www.dpa.ca.gov by clicking on Benefits, then on Employee Assistance Program, and finally on Online Member Services. The Access Code to register is: SOC. MHN's online services will allow employees to search for a practitioner and access information and tools for emotional health and daily life issues.

Please help us get the word out about these changes by distributing and/or posting the attached flyer.

If you have any questions regarding this information, please contact Jackie Hensley, Statewide EAP Coordinator, at (916) 324-9353, jackiehensley@dpa.ca.gov or Darlene Schell, Benefits Manager, at (916) 324-9362, darleneschell@dpa.ca.gov.

Sincerely,

Debbie Endsley, Chief
Benefits Division

ATTACHEMNT



CHANGES TO YOUR EMPLOYEE ASSISTANCE PROGRAM

You may have heard -- Managed Health Network (MHN) will be the State's new provider for Employee Assistance Program (EAP) services, effective July 1, 2004.

MHN is a leading national provider of managed behavioral health care and Employee Assistance Programs. They have provided EAP services since 1974 and behavioral health programs since 1987. MHN serves over 700 organizations and has a nationwide provider network of approximately 33,000. MHN is a California-based company, with clinical intake offices in New York, Dallas, San Rafael and Huntington Beach. While we are working closely with MHN to make this transition seamless, there are some notable changes.

- **Your current EAP benefits will remain the same.** Your EAP benefits are pre-paid and you and your eligible dependents are entitled to the same level of service and number of counseling sessions.
- **Your network of behavioral health counselors may change.** Many of our current EAP counselors also serve MHN clients, but there may be instances where you will need to change to a new MHN counselor. You should contact your current counselor to determine if he/she is part of MHN's network. If your counselor is not part of MHN's network, but would like to be, the counselor may apply directly to MHN's Professional Relations Department at (800) 541-3353. Your counselor should request an application, indicating they are currently providing services to the State of California.
- **You'll be receiving enhanced services.** Specifically,
 - Federal Tax Consultation – Help with IRS audits, and unfilled or past-due tax returns.
 - Pre-Retirement Planning – Lifestyle and financial guidance for planning a quality retirement.
 - Organizing Life's Affairs – Help with organizing vital records and documents, or with arranging "final details" for a loved one.
 - Concierge Services – Referrals for everyday errands, travel, event planning and more.
- **Contact numbers and addresses have changed.** Please note there is a new toll-free telephone number for member services along with a new Web address for online member services.

Member Services

(866) EAP-4SOC [866-327-4762]

TDD – (800) 327-0801

24 hours per day, 7 days a week

Web: www.dpa.ca.gov

(click on Benefits, then Employee Assistance Program, and finally Online Member Services)

Access Code is: SOC

Questions? Please contact your Departmental EAP Coordinator.

Remember, these changes won't take effect until July 1, 2004!!!!