When you decide that it’s time to schedule a counseling session, you want to get it taken care of and move on to other important things in your life. However, sometimes it’s not that easy. Despite the fact that Magellan has a national network with thousands of licensed professionals to address: family or marital issues, emotional, personal and stress concerns, substance abuse, and other emotional health problems that impact health, well-being and job performance, there are times when you might need some extra assistance in finding an available appointment.

Typically, you’ll hear back from a provider within a day or two after calling to schedule an appointment. If you experience any challenge in securing an appointment, simply call EAP and ask for Appointment Assist. EAP staff will take your information, contact providers directly and find available appointments that you may then schedule. Our goal is to make sure your needs are met in a timely manner.

What is messaging therapy?
EAP offers confidential, messaging therapy, provided by Talkspace, at no cost to you. Messaging therapy enables you to send a message to your therapist anytime via your web browser or mobile app. You are eligible for up to four sessions of messaging therapy. A typical session is about one week. These sessions do not count against your EAP clinical services.

How does it work?
With messaging therapy, you’ll have access to one of more than 3,000 licensed therapists across the United States who are trained to be empathetic and use evidence-based clinical approaches. You can send your therapist a secure message whenever you need to, and they will typically engage daily, Monday through Friday. To get the best results, plan to engage with your therapist at least three times during the week, from wherever you are!

Get started today.
• Go to www.eap.calhr.ca.gov.
• Click the Messaging Therapy carousel image on the home page.
• Click the visit talkspace.com/SOCEAP link.
• Enter SOC as your organization name and answer a few brief questions.
• You will be matched to a therapist.
Career Assistance and Student Resources

Useful tips for students and professionals.

Financial Services

Have financial questions? Call for a financial consult.

Identity Theft

Prevention and fraud resolution services.
Tele-EAP Coaching

Need a life coach? We’ve got you covered!

Work-Life Services

Could you use a little help balancing work and personal life?

Web-Based Care

Online cognitive behavioral therapy. Log on for interactive programs.

Workplace Support Services

Support for managers and supervisors in challenging situations.

1-866-EAP-4SOC (1-866-327-4762)
TTY USERS SHOULD CALL: 1-800-424-6117
www.eap.calhr.ca.gov