FOR LIFE'S MANY CHALLENGES
MHN IS ALWAYS THERE

IT'S ABOUT *YOU*

An EAP is a service designed to help you manage life's challenges. At MHN, we customize EAP solutions by understanding your unique needs and then offering the appropriate assistance or referrals. The following services, paid for by your employer, are available to eligible members.*

CLINICAL COUNSELING

Your EAP provides assessment, assistance and, when necessary, referral to additional services. Eligible members may be entitled to face-to-face or telephonic consultations for a wide range of emotional health, family and work issues, including:

- Marriage, relationship and family problems
- Domestic violence
- Alcohol and drug dependency
- Stress and anxiety
- Depression
- Grief and loss

WORK & LIFE SERVICES

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephonic consultations are available in the following areas:*

Childcare and eldercare assistance – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and/or to referrals to providers with current, confirmed openings)

Financial services – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues

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 and more (excluding disputes or actions between you and your employer or MHN)

Identity theft recovery services – Information on 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 delivery of services)

(continued)

EMPLOYEE ASSISTANCE PROGRAM

Can you read this?
Call the number on this flyer for assistance.

¿Puede leer esto?
Llame al número que aparece en este volante para obtener asistencia.

是否能看懂這個?
可打電話給傳單上的電話號碼，尋求幫助。

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ONLINE MEMBER SERVICES

Visit MHN's member website for helpful information and powerful emotional health and work-life tools. From the comfort and convenience of your own computer, you can:

- View your online and offline EAP benefits
- Search for an MHN counselor and get a referral
- Ask our expert an emotional health question
- Complete an online health risk assessment
- Access self-help programs for stress, weight management, nutrition, fitness, smoking cessation and stress management
- Find helpful information, tips, tools and calculators to help you with finances, legal issues, retirement planning and much more
- Search our online childcare and eldercare directories
- Access current and previous issues of Member Matters, our monthly online newsletter about health, wellness and work-life balance
- Find articles on stress, depression, grief, anxiety and other emotional health issues, health and wellness, parenting, relationship and family issues and more

To access these services, go to: **members.mhn.com** and register with the company access code listed on this flyer.

For a referral to a counselor, you will be prompted to supply additional information.

LANGUAGE ASSISTANCE

We speak your language! When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

¡Hablamos su idioma! Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

我們使用中文! 打電話給MHN時，我們可提供170多種語言的傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫務人員交流，翻譯人員可陪伴您去看醫生。

* Please note that the product features offered under your plan may vary from those described above. Please consult MHN (at the number to the right), your benefits manager or your benefits documentation (such as an Evidence of Coverage booklet or Summary Plan Description) for detailed product and employee/dependent eligibility information.

Need help?

Call toll-free, 24 hours a day, seven days a week:

(866) 327-4762

TDD: (800) 327-0801

or visit us at:

eap4soc.mhn.com

company code: **soc**

Eligible members are entitled to as many telephonic sessions as needed, and multiple face-to-face clinical consultations per incident, per benefit period.

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