

CONFIDENTIALITY

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 Magellan services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online via Magellan's website at www.magellanhealth.com/member, call your toll-free number located on this brochure, or send a letter to Comment Coordinator, Magellan Health Services of California, Inc.— Employer Services: P.O. Box 710430, San Diego, CA 92171.

IMPORTANT: *Can you read this in English? If not, we can have someone help you read it. For free help, please call 1-866-EAP-4SOC.*

IMPORTANTE: *¿Puede leer este documento en inglés? Si la respuesta es no, tenemos personas que lo pueden ayudar a leerlo. Quizás también pueda obtener un extracto de las disposiciones importantes de este documento, escrito en su idioma. Para obtener ayuda gratis, llame 1-866-EAP-4SOC.*

In California, services are delivered by Magellan subsidiaries: Magellan Health Services of California— Employer Services and Human Affairs International of California.

Visit www.eap.calhr.ca.gov or call today to get help with topics such as:

WORK-LIFE BALANCE LIVING HEALTHIER

HEALTH & WELLNESS EMOTIONAL WELLNESS

FAMILY & RELATIONSHIPS STRESS & BALANCE

GRIEF & LOSS WORKPLACE SUPPORT

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.

Please note that when both spouses or registered domestic partners are state employees, both spouses or registered domestic partners and their 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.

Problem Types:

- Substance abuse
- Marital & family issues
- Alcohol abuse
- Emotional, personal & stress concerns

You will not be eligible for the EAP if any one of the following events occurs:

- Your employment with the State of California ends.*
- Services are used in a fraudulent or deceptive manner.
- The contract between the State of California and Magellan ends.

* Exceptions:

- Employees covered by Level 1 services may use EAP for 90 days after the date of retirement, as may California Highway Patrol employees who are covered by Level 2.
- Surviving family members of employees who had Level 1 services and family members of California Highway Patrol employees who had Level 2 services may use EAP services for six months after the death of the 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, 17, 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.

ELIGIBILITY TABLE

LEVEL 1

Employment Category:

- Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory, and confidential employees of the California Highway Patrol.
- Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07), and confidential employees (C07) in any other departments.
- 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.

Face-to-face sessions per year (July 1 – June 30):

- 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.

LEVEL 2

Employment Category:

- 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).

Face-to-face sessions per year (July 1 – June 30):

- 3 sessions per problem type total for employee, spouse or registered domestic partner, and dependent children.

LEVEL 3

Employment Category:

- All other employees.

Face-to-face sessions per year (July 1 – June 30):

- 3 sessions total for employee.
- 3 sessions total for spouse or registered domestic partner, and dependent children.

EMPLOYEE ASSISTANCE PROGRAM



Providing you with the right tools, wherever you are in life



A TRUSTED PROGRAM

We all need help at times to navigate life's many challenges. Your Employee Assistance Program (EAP) offers confidential, no-cost assistance around the clock, seven days a week to you and your eligible family members.

COUNSELING

EAP offers face-to-face clinical counseling and telephone consultations to guide you through difficult times. Our online tools and tips provide information and resources on a broad array of topics such as emotional and physical well-being, workplace success, and achieving personal goals.

SUPPORT WHENEVER YOU NEED IT

Life can be unpredictable and confusing. Through EAP you can seek assistance with many of the day-to-day struggles you may be having. We can assist with:

Marriage, family, and relationship issues.

Emotional, personal, and stress concerns.

Drug and alcohol abuse.

Healthy lifestyles.

Work-life balance.



FOSTERING A HEALTHY LIFESTYLE

Our website features hundreds of health and wellness tools. Learn to manage stress and stay motivated, set daily fitness and nutrition goals, track your progress, and make the small steps that lead to big change. Log on today to check it out! www.eap.calhr.ca.gov.

WORK-LIFE BENEFITS

For many people, it's a challenge to balance family life and work. We offer work-life solutions to everyday problems.

Legal Consultations

We can help when you face a legal issue or have questions on legal matters that require an attorney's assistance. Services include consultations for business, civil claims, consumer issues, criminal matters, wills, family law, real estate, and more.

Financial Consultations

Solid information on financial planning goes a long way toward achieving financial security. We can help you identify your needs, set financial goals, and explore your options to pay down debt, plan for retirement, develop a budget, and more.

Child and Elder Care

Maybe you're just starting to look for quality care for a child or an aging loved one. Or perhaps your current care arrangements are not working out as planned. EAP can help you find resources and referrals to ease the stress of caregiving responsibilities.

Identity Theft Recovery

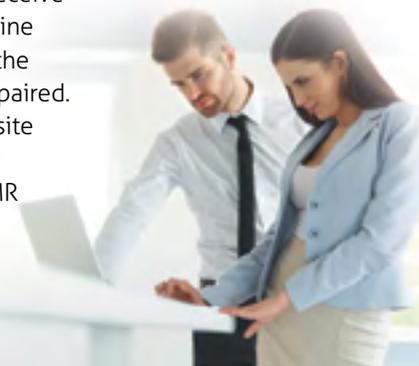
We offer fraud resolution services to resolve the impact on you and your family of any fraudulent activity. You can receive up to a 60-minute free consultation with a Fraud Resolution Specialist™.

Education and Career Development

We can assist with your personal goals for continued learning and workplace success. From on-demand courses to tele-EAP coaching on time management and other topics, we offer a wealth of resources to help you further your career.

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 at www.eap.calhr.ca.gov/members/eligible-employees.aspx. Please note that, in the event of discrepancies between member materials and EOC documents, the terms of the EOC will prevail. Magellan Health Services of California, Inc. – Employer Services 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 Magellan, you should first call Magellan at the number in this brochure, and use Magellan's grievance process, as described in this brochure, 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 Magellan, 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.



WHEN YOU NEED IT

You can access EAP at any time, day or night. Call us or visit www.eap.calhr.ca.gov. You can get online EAP authorization, search for providers, or chat live with an EAP representative.

Tear off the attached card and keep it handy for quick and easy access to your EAP.

EMPLOYEE ASSISTANCE PROGRAM

CALHR

CALIFORNIA DEPARTMENT OF HUMAN RESOURCES



1-866-EAP-4SOC (1-866-327-4762)

TTY USERS SHOULD CALL: 1-800-424-6117

www.eap.calhr.ca.gov