

Welcome to the State of California's Employee Assistance Program

As a State of California employee, you and your eligible dependents have access to a statewide Employee Assistance Program (EAP). This program is provided by the State of California as part of the State's commitment to promoting employee health and wellbeing. Offered at no charge to you, the EAP provides a valuable resource for support and information during difficult times, as well as consultation on day-to-day concerns. The EAP is an assessment, short-term counseling and referral service designed to help you and your family manage everyday concerns.

Circumstances at home can spill over into your work life, just as difficulties on the job can affect relationships at home. If left unattended, issues that were once minor can become more serious and have a negative impact both at home and at work.

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.

*If you need help, call toll-free 24 hours a day,
7 days a week:*

1-866-EAP-4SOC | 1-866-327-4762

TTY/TDD callers, please dial: 1-800-327-0801

or visit us on the web at: eap4soc.mhn.com
and register with the access code: **soc**



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

- Achieving life balance
- Stress, anxiety and sadness
- Grief and loss
- Health and wellness
- Alcohol & drug dependency
- Daily living
- Marital, registered domestic partnership & family issues
- Domestic violence
- Financial and legal issues
- Identity theft

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。

What if I have a complaint?

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 & Grievances Department
P.O. Box 10697
San Rafael, CA 94912

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

Evidence of Coverage and Disclosure

To see a detailed description of your EAP services, please review your 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).

MHN is a licensed California specialized health care service plan. The 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.

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, you may call the Department. You may also be eligible for an Independent Medical Review ("IMR").

If you are, 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-HMO-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's internet website (<http://www.hmhelp.ca.gov>) has grievance forms, IMR application forms and instructions online.

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