

We're here to help

Your Employee Assistance Program – or EAP – is a program designed to help you cope with emotional health, family and other personal problems. Employers provide an EAP to help their employees be happy, healthy and productive.

Clinical support

Call your EAP any time for help with emotional health issues. A qualified intake representative will assess your needs and connect or refer you to a professional who can help. We are available 24 hours a day, seven days a week to help you with:

- Marriage, family and relationship issues
- Stress and anxiety
- Grief and loss
- Anger management
- Domestic violence
- Alcohol and drug dependency
- Other emotional health issues

We offer appointments face-to-face, in a network provider's office, or via phone or web-video.

Please see the eligibility table for the number of face-to-face sessions your plan provides. You also have additional telephonic/web-video services that can be used, as needed, for EAP problem resolution. EAP services are not meant to be a substitute for short-term or long-term behavioral health needs. If behavioral health sessions are appropriate, members will be referred to their behavioral health carrier.

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 for:

- **Childcare and eldercare assistance** – Needs assessment plus referrals to childcare and eldercare providers
- **Financial services** – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), and retirement planning
- **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 tax issues, 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 vendors' delivery of services)

Online member services

MHN's EAP member website - eap4soc.mhn.com - features a wide range of tools and information to help you take charge of your wellbeing and simplify your life. Register with your access code (soc) to:

- Search for an MHN counselor and get a referral
- Take our wellbeing assessment for personalized tips for living better
- Access self-help programs for stress, weight management, nutrition, fitness and smoking cessation
- Find articles on emotional health, health and fitness, financial and legal issues, and more
- Access helpful tips, tools and calculators to help you with finances, legal issues and retirement planning
- Search our online childcare and eldercare directories

Eligibility

Active State employees, their lawful spouse or registered domestic partner, and unmarried, dependent children are eligible. Dependent children include natural, adopted or step-children 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 to the right.

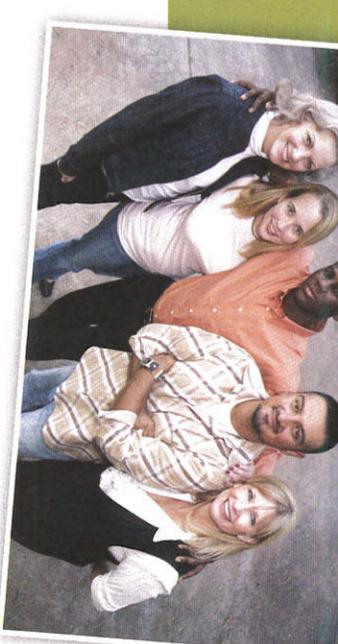
Please note that when both spouses/registered domestic partners are State employees, spouses/registered domestic partners and family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one

Eligibility table

Employment Category	Face-to-face Sessions Per Year (July 1 – June 30)
Level 1	<p>Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory and confidential employees of the California Highway Patrol.</p> <ul style="list-style-type: none"> • 7 sessions per problem type for employee • 7 sessions per problem type for spouse or registered domestic partner
Level 2	<p>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.</p> <ul style="list-style-type: none"> • 7 sessions per problem type total for dependent children, not including the employee and spouse
Level 3	<p>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).</p> <ul style="list-style-type: none"> • 3 sessions per problem type total for employee, spouse or registered domestic partner, and dependent children • 3 sessions total for employee • 3 sessions total for spouse or registered domestic partner, and dependent children

Exceptions:

- Retirees covered by Level 1 services may use EAP for 90 days after the date of retirement, as may CHP employees who were covered by Level 2.
- Surviving family members of employees who had Level 1 services and family members of CHP employees who had Level 2 services may use EAP services for six months after the death of an 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, 20 and 21 are allowed to receive a six-month extension to their EAP services following layoff from State Service. The extension is for the time only and not an increase in sessions or sessions.



Frequently asked questions

Who provides the help?

An MHN intake representative or clinician provides your initial assessment. Depending on your needs, we may refer you to a network psychologist, social worker, marriage and family counselor, financial advisor, lawyer, childcare or eldercare provider, or other trusted professional.

Will I have to pay for services?

No. Your employer pays for your EAP services. There are no copayments, deductibles, or co-insurance payments, and you will not be liable to an MHN provider for any fees covered by your EAP. You will only be responsible for payment if you opt for services not covered by the EAP or choose a provider outside MHN's network.

Are EAP services confidential?

Yes. Your privacy is important to us. MHN abides by state and federal mandates governing confidentiality, and your identity is protected by law.

How do I get help?

Simply call (866) EAP-4SOC. An experienced intake representative will promptly answer your call. Based on your needs, the representative will either provide a referral to a counselor or consultant, or connect you with one.



For more information about your EAP or to schedule an appointment, please call:

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

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

Or visit: eap4soc.mhn.com

(access code: soc)

