

An Employee Assistance Program (EAP) Reminder From Health Management Center (HMC)

California's Valued Trust (CVT) is pleased to offer a comprehensive Employee Assistance Program (EAP), including Life Management Services, to its eligible enrollees and their eligible dependents. This Program is administered by Health Management Center (HMC), a division of Managed Health Network.

You must call HMC for a referral before accessing services. Specially trained EAP counselors are available to take your call at the following toll-free telephone number twenty-four hours per day, seven days a week: **1-800-979-7291**.

HMC will only provide an EAP referral to a participating counselor. HMC makes every attempt to select a counselor who will meet your needs and with whom you will feel comfortable. If you are dissatisfied with your counselor, contact HMC to discuss your preference and arrange for a new counselor.

What is EAP? Is it Confidential?

EAP stands for Employee Assistance Program and is provided for you by the California's Valued Trust (CVT). The EAP can refer you to professional counselors who can help you and your eligible family members resolve personal problems that can affect your health, family life, abilities and desire to excel at work. So, when you are faced with a problem that you might need to resolve, call the EAP. Remember that the right time to seek help is as soon as possible—don't wait until the problem becomes critical.

All information is confidential in accordance with applicable laws and regulations. Individuals who use the counseling service are assured that their problem and its source, treatment and resolution will be afforded the maximum confidentiality permitted by law.

What problems can the EAP handle?

The EAP offers confidential services paid for by the CVT that can help you and your eligible family members resolve a broad range of personal issues. The following services are available to you and your eligible family members:

- **Clinical Counseling:** Up to a maximum of ten (10) confidential clinical counseling sessions per eligible family unit per plan year for marital/family problems, alcohol/drug dependency, relationships, emotional problems, stress, grief and other issues. Clinical counseling sessions are fifty minutes per session, conducted in a counselor's private office.
- **Life Management Services:** Telephonic assistance is available for a broad range of life management issues including:
 - **Legal Matters:** Advice for family law, consumer issues, landlord/tenant disputes, personal injury, contracts, criminal matters. Not included is legal representation in court, preparation of legal documents or advice in the areas of labor, employment, taxes, patents or immigration.

- **Financial Issues:** Help for budgeting, credit issues and financial planning. Not included is tax or investment advice, loans or bill payments.
- **Child & Elder Care Assistance:** Help for assessing needs, choosing appropriate resources, and exploring payment options.
- **Federal Tax Consultation/Representation:** Help for unpaid taxes, IRS audits, unfiled, past due tax returns. Representation available on an employee-paid, fee-for-service basis at low rates. This is not a tax representation and/or preparation service.
- **Pre-Retirement Planning:** Help for retirement planning. Does not include investment, tax or legal advice.
- **Organizing Life's Affairs:** Help for arranging final details for a loved one or dealing with disorganized records and vital documents.

There are no co-payments, co-insurance, or deductible payments applicable to EAP services. All professional counselors are employed by or under contract with HMC. You will not be liable to the HMC EAP counselor for any fees covered by EAP services under any circumstances.

Who provides EAP services?

HMC's EAP services are provided confidentially by licensed and qualified counselors, who have been carefully selected for their professional experience. The HMC national network allows you to see a counselor close to your home or workplace. HMC counselors include licensed psychologists, clinical social workers, marriage and family counselors, certified alcohol and drug counselors, financial counselors, and childcare and elder care counselors.

If you desire additional services either not covered by this program or provided by counselors who do not have a contract with HMC/MHN, you will be responsible for their payment.

Who is eligible?

Eligibility for the EAP services is defined by the California's Valued Trust. Your benefit includes you and your eligible dependents.

When does coverage begin and/or end?

You are eligible to receive EAP services when you become eligible for the medical benefits offered by CVT. You remain eligible as long as you remain an employee while the plan is in force. Your eligibility ends upon termination of employment, or when your employer's contract with MHN is no longer in force. Your eligible family members are covered during the same time you are.

You are not eligible to receive MHN services on an individual basis following the end of employment. Upon termination of your employment please contact your employer to determine whether you and/or your eligible family members are eligible to continue coverage under COBRA. Your coverage cannot be cancelled, nor can you be denied renewed coverage because of your health status or requirements for service. If you think this has happened, you may request a review by the California Department of Managed Health Care. Your coverage can be terminated by HMC/MHN for fraud or deception in the use of counseling services.

Does EAP have any limitations?

Your family unit (you and your eligible family members) is entitled to receive ten (10) EAP clinical counseling sessions each plan year (October 1-September 30). However, there are some limitations and exclusions. HMC's EAP services do not provide:

- Ø Inpatient or outpatient treatment for any medically treated illness
- Ø Prescription drugs
- Ø Treatment or services for mental retardation or autism
- Ø Counseling services beyond the number of sessions
- Ø Covered Services by counselors who are not MHN providers
- Ø Counseling required by law or a court, or paid for by Worker's Compensation
- Ø Formal psychological evaluations and fitness-for-duty opinions.

What if I have a complaint?

If you have a complaint or dispute about HMC/MHN's services or counselors, just call the toll-free number printed on your EAP Information Card or submit a complaint in writing to:

Managed Health Network
Quality Management Department
1600 Los Gamos Drive, Suite 300
San Rafael, Ca 94903

Complaints are acknowledged within 15 days and submitted for resolution to the appropriate department. If you are dissatisfied with the outcome of your complaint, you may appeal in writing to: MHN Appeal Unit, 7755 Center Avenue, #1000, Huntington Beach, CA 92647. You will also receive a survey on which you may express your opinion. HMC/MHN reviews member satisfaction information to identify service problems and develop corrective action plans for resolution.

For California Participants: HMC's EAP meets the state of California standards for a licensed specialized health care plan under the Knox Keene Act. As a licensed health plan, HMC/MHN provides a procedure for you to resolve complaints or disputes regarding our services. The Department of Managed Health Care is responsible for regulating health care service plans in California. This department has a toll-free telephone number (888-HMO-2219) to receive complaints regarding health plans. If you have a grievance against the health plan, you should first contact HMC/MHN and use the grievance process described above before contacting the Department. If you need the Department's help for an emergency grievance or for a grievance that has not been satisfactorily resolved by HMC/MHN within 30 days, you may call the Department's toll-free number (*the hearing and speech impaired may use the California Relay Services' toll-free telephone numbers to contact the Department*): 1-800-735-2929 (TTY) or 1-888-877- 5378(TTY). Complaint forms are also available on the Department's internet website <http://www.hmohelp.ca.gov>.

For Confidential Assistance
Call Your Employee Assistance Program (EAP)
At 1-800-979-7291
24 hours a day, 7 days a week

Help is just a phone call away