



CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

EMPLOYEE ASSISTANCE PROGRAM

*Your resource for help with daily
challenges and difficult situations.*



Magellan
HEALTHCARE®

EMPLOYEE ASSISTANCE PROGRAM



CALIFORNIA DEPARTMENT OF HUMAN RESOURCES



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

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

eap.calhr.ca.gov

A Trusted Resource

Your Employee Assistance Program (EAP) offers you, and your eligible family members, confidential, no-cost assistance anytime you need it, seven days a week.

Counseling and Coaching

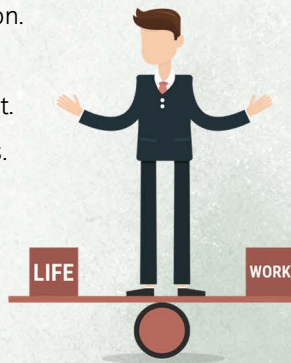
Change is necessary if we are to learn and grow, and sometimes a little help can go a long way in achieving your goals. All services are confidential.

Counseling - helps guide you through difficult times. Sessions are conducted face-to-face or over the phone, and some providers offer video conferences. With virtual messaging therapy, send a message to your therapist anytime via your web browser, tablet or mobile device.

Coaching - helps you create an action plan and stay on track. Sessions are held via phone or video conference.

Reasons To Use EAP

- Improve your work-life satisfaction.
- Manage stress and anxiety.
- Explore options to pay down debt.
- Find child or elder care resources.
- Expand your knowledge on a variety of health and well-being topics.



Detach and keep the card with your other cards for easy reference.

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

- Work-Life Balance
- Living Healthier
- Health & Well-being
- Emotional Wellness
- Family & Relationships
- Stress & Balance
- Grief & Loss
- Workplace Support



Work-Life Services

Career assistance and student resources — useful tips for students and professionals.

Child care and elder care services — special needs care and school options, parenting tips, senior services.

Financial services — budgeting, debt consolidation, loans, mortgage assistance, retirement and more.

Identity theft — prevention and fraud resolution services, restoring identity and credit.

Legal services — support with business, civil/consumer issues, criminal matters, IRS and real estate.

Living healthy — mind and body benefits to improve wellness, relax your mind and lower stress.

Retirement services — help planning and getting organized for retirement.

Self-care programs — digital emotional wellness tools to build resiliency, improve mood, and sleep.

Manager Services

Workplace support services — educational and consultative support for managers and supervisors.

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 **eap.calhr.ca.gov**, 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.





Available 24 / 7 / 365

Access EAP by calling or visiting **eap.calhr.ca.gov**. Tools include live assistance, provider search, and service authorization. We'll connect you with the right resources or professionals to help you with your questions, challenges, and needs.

Fostering a Healthy Lifestyle

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



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 26. 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 and their 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.

You will not be eligible for 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. Benefits for Employees in Level 3 services will end the month following their retirement.*
- *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.*
- *Following layoff from state service, excluded employees and those in Bargaining Units 1, 2, 3, 4, 11, 14, 15, 17, 20, and 21 receive a six-month extension of their EAP services. This extension is for time only and not an increase in services. Services for all other employees end on the last day of the month after the month the layoff occurred.*

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 6 employees (R06), managers (M06), supervisors (S06), and confidential employees (C06).*
- *Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07), and confidential employees (C07) in any other departments.*
- *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 or registered domestic partner.*

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.*

Problem Types:

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

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 eap.calhr.ca.gov. 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 (hmohelp.ca.gov) has grievance forms, IMR application forms, and instructions online.