

IT'S ABOUT YOU

At MHN, we're committed to understanding your unique needs and helping you manage a broad range of challenges – from everyday hassles to serious emotional health issues. Whether you need a simple helping hand or a whole new lifestyle, we're here to help.

When's the right time to seek help? *Before* a problem turns critical.

Call toll-free 24 hours a day, 7 days a week:

(800) 227-1060

TDD callers: **(800) 327-0801**

or visit us at:

members.mhn.com

and register with the company code: **aportland**

Eligible members are entitled to as many telephone or web-video sessions as needs warrant and **5** face-to-face clinical counseling sessions per incident, per benefit year.

Can you read this?

Call the number on the attached ID card for assistance.

¿Puede leer esto?

Llame al número que aparece en su tarjeta de identificación para obtener asistencia.

是否能看懂這個？

可打電話給隨附卡上的電話號碼，尋求幫助。

If you have a complaint or dispute about MHN's services or counselors, call the same toll-free number you use to access your EAP, submit a complaint online 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 5 business days and submitted for resolution to the appropriate department.



IT'S ABOUT YOU

EMPLOYEE ASSISTANCE PROGRAM

MHN CAN HELP

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

- » Life balance
- » Stress and anxiety
- » Grief and loss
- » Health and wellness
- » Alcohol and drug dependency
- » Childcare/Eldercare
- » Marital, family, and relationship issues
- » Domestic violence
- » Financial and legal issues
- » Identity theft

When you have a problem, call your EAP.



YOUR EAP SERVICES

The following services are provided by MHN and your employer pays the monthly premium to cover you, your spouse and eligible dependents. For more information, please refer to the benefits guide you received from your employer.

CLINICAL SUPPORT

Call your EAP any time about emotional health issues. A qualified intake specialist will assess your needs and connect or refer you to a professional. We are available 24 hours a day, 7 days a week to help you with:

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

The type (telephone, web-video or face-to-face) and number of visits covered for you and your eligible dependents are listed on the inside flap of this brochure.

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. Telephone consultations are available in the following areas:

Childcare and eldercare assistance – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and referrals)

Financial services – Budgeting, credit, and financial guidance (excluding investment advice, loans, and bill payments), retirement planning, and assistance with tax issues

Legal services – Telephone or face-to-face consultations involving civil, consumer, personal, and family law,

financial matters, business law, real estate, estate planning, 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 needed

Daily living services – Referrals to consultants and businesses that can help with everyday errands, travel, event planning, and more (excluding cost; doesn't guarantee delivery)

ONLINE MEMBER SERVICES

MHN's EAP member website features a wide range of tools and information to help you take charge of your wellbeing and simplify your life. From the comfort and convenience of your own computer, you can:

- » Search for an MHN counselor and get a referral
- » Ask our experts an emotional health question
- » Take our new and improved health risk assessment
- » 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, resources and calculators to help with finances, legal issues, and retirement planning
- » Search our online childcare and eldercare directories

Just go to **members.mhn.com** and register with your company access code (listed on the inside flap of this brochure).

For a counselor referral, you will be prompted to supply additional information.

FREQUENTLY ASKED QUESTIONS

What is an EAP?

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

Who provides the help?

An MHN intake specialist or counselor 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 coverage. You have no copayments, deductibles, or co-insurance, and you're not liable to an MHN provider for any fees covered by your EAP. You will be responsible for payment only 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 the number in this brochure. An experienced intake specialist will promptly answer your call. Based on your needs, the specialist will either refer or connect you to a counselor or consultant.

Wallet card – detach below



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

(800) 227-1060

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Or visit: **members.mhn.com**
(company code: aportland)

In an emergency, please call 911.