

Employee Assistance Program

California State University, Stanislaus
5028

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MHN

WITH A MIND
ON YOUR
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What is an Employee Assistance Program (EAP)?

An EAP is a service designed to help you manage life's challenges. Everyone needs a helping hand once in a while, and the EAP can provide it. We can refer you to professional counselors and services that can help you and your eligible family members resolve a broad range of personal problems affecting your emotional health, family life and work life.

How do I get help?

Simply call the number in this brochure. Your call will be answered by an experienced intake specialist. Based on your needs, the specialist will either provide a referral to a counselor or consultant, or connect you with one.

Who will provide the help?

Counselors and professionals provide MHN's EAP services. These include psychologists, social workers, marriage and family counselors, financial advisors, child and elder care providers, enrolled IRS agents, retirement counselors and lawyers.

When should I seek help?

The right time to seek help for a problem is as soon as possible, before it becomes critical. You can reach us 24 hours a day, 7 days a week at the number in this brochure.

Are EAP services confidential?

Yes. Your privacy is important to us. MHN abides by state and federal mandates governing confidentiality. Any information you reveal is held in confidence and your identity is protected according to the limits of the law.

Will I have to pay for services?

No. Your employer pays for your EAP services. There are no co-payments, co-insurance or deductible payments, and you will not be liable to an MHN counselor for any fees covered by your EAP under any circumstances. If, however, you desire additional services not covered by the EAP, or if you choose a counselor not in MHN's network, you will be responsible for payment.

Who is eligible for services?

All employees of California State University, Stanislaus with an appointment of at least half-time for more than 6 months or benefited employees of a CSU Stanislaus Auxiliary (Auxiliary & Business Services; Associated Students, Inc.; Foundation or University Student Union) are eligible. Lawful spouses, registered domestic partners, roommates and unmarried dependent children of those employees are also eligible. Children are defined as natural, adopted or stepchildren up to age 23.

(Note: If you are unsure if you are eligible, please contact your HR department.)

EAP SERVICES

MHN provides the following services to you and your eligible family members, paid for by your employer:

Clinical Counseling

Your EAP can provide an assessment, assistance and referral to additional services when needed. Eligible members are entitled to up to **5** counseling sessions per incident, per calendar year, for a wide range of emotional health issues, including:

- **Marriage and relationship issues**
- **Family problems**
- **Stress and anxiety**
- **Depression**
- **Grief and loss**
- **Anger management**
- **Alcohol and drug dependency**

Work & Life Services

Telephonic consultations are available for:

- **Child and Elder Care Assistance** – Help with identifying care-giving options and accessing available community and financial resources.
- **Financial Issues** – Help for budgeting, credit issues and financial guidance. (Tax or investment advice, loans and bill payments are not included.)
- **Federal Tax Assistance** – Help for IRS audits and unfiled or past-due tax returns. (This is not a tax representation or preparation service.)
- **Pre-Retirement Planning** – Guidance for planning a quality retirement. (This does not include investment, tax or legal advice.)
- **Organizing Life's Affairs** – Help with organizing records and vital documents, and with arranging "final details" for a loved one.
- **Concierge Services** – Referrals for everyday errands, travel, event planning and more. (We do not cover the cost of services or guarantee the quality or delivery of services.)
- **Legal Services** – Telephonic **or** face-to-face legal consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, criminal matters, the IRS and estate planning.

Online Member Services

Access EAP information and tools online. With the click of a mouse you can:

- Search for an MHN counselor and get a referral
- Manage your stress with interactive tools
- Take a health risk assessment
- Ask our expert an emotional health question

The website also has information and tools on:

- Depression
- Anxiety
- Substance abuse
- Grief and loss
- Health and fitness
- Child and elder care
- Communication and relationships
- Personal finance

To access these services:

- Visit **members.mhn.com**, or use the link on your employer's intranet (if available).
- Click the **Register** button and follow the simple registration process, using your company access code (**csustanislus**) and selecting your own user name and password.

If you wish to obtain a referral to a counselor you will be prompted to supply additional information.

(Note: Some restrictions to these EAP services may apply.)

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

(800) 227-1060

TDD callers, please dial: (800) 327-0801

Evidence of coverage and disclosure

To see a complete description of your EAP benefits in MHN's Combined Evidence of Coverage and Disclosure Form (EOC), please review the EOC, available through your benefits department. You may also contact MHN at (800) 227-1060 for a copy of the EOC (California members only).

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 the MHN website at: www.mhn.com, or submit a complaint in writing to:

Managed Health Network
Quality Management Department
1600 Los Gatos Drive, Suite 300
San Rafael, CA 94903

Complaints are acknowledged within five 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 the MHN Quality Management Department at the above address.

MHN is a licensed California specialized healthcare service plan. The Department of Managed Health Care (the "Department") is responsible for regulating healthcare service plans in California. If you have a grievance against MHN, you should first telephone MHN at the same number you would use to access your EAP services, and use MHN's grievance process, as described above, before contacting the Department. 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 eligible for IMR, 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. MHN's grievance process and the Department's complaint review process are in addition to any other dispute resolution procedures that may be available to you, and your failure to use these processes does not preclude your use of any other remedy provided by law. The Department has a toll-free telephone number (888-HMO-2219) to receive complaints and a TDD line (877-688-9891) for the hearing and speech impaired. The Department's website (<http://www.hmohelp.ca.gov>) has complaint forms, IMR application forms and instructions.

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