

What Is an Employee Assistance Program?

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. EAP services are provided by MHN. MHN 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.

EAP Benefits

Regardless of the Medical Plan in Which You Are Enrolled (EPO, PPO, HMO or Opt-Out), You Are Eligible For EAP Benefits.

As part of your EAP benefit plan, in addition to telephonic assistance, each active employee and eligible dependent is eligible for up to three (3) face-to-face counseling sessions per member for each incident during the year – at no cost to you. In order to receive no-cost EAP counseling sessions, you must see an MHN in-network participating provider. If you require services beyond those provided by the EAP, MHN will coordinate these services for EPO and PPO plan members. If you are enrolled in the HMO Plan or you are an Opt-Out member, you should contact your HMO Plan or the medical plan in which you are enrolled for mental health services beyond your EAP benefit. You will have to pay the applicable medical plan copay for your medical plan's mental health services. If you have questions about your medical plan's mental health benefits, refer to your plan booklet or contact your medical plan directly.

Your EAP Services

Regardless of which medical plan you choose, you are eligible for telephonic EAP consultation services. When you call the EAP, your telephone calls are answered by qualified Intake Specialists with mental health experience. Based on your needs, the Intake Specialist will connect you with a licensed qualified counselor. Available specialties include professional counselor, psychologist, social worker, or marriage and family counselor.

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, for a wide range of emotional health issues including:

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

Work & Life Services

Telephonic consultations are available for:

Legal Concerns: 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. (Does not cover immigration, employment or patent law.)

Financial Issues: Help with budgeting, credit issues and financial planning. (Tax or investment advice, loans or bill payments are not included.)

Child & Elder Care Assistance: Help in identifying caregiving needs and options, and in accessing available community and financial resources.

Federal Tax Consultation: Help with IRS audits and unfilled or past-due tax returns. (This is not a tax representation or preparation service.)

Pre-retirement Planning: Guidance for planning a quality retirement. (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 (*Personal Assistance Services*): Referrals for everyday errands, travel, event planning and more. (Does not cover the cost, nor guarantee delivery, of services.)

Some restrictions may apply to the above-mentioned services.

What If You Have a Complaint?

If you have a complaint about your EAP services or counselors, contact MHN immediately at 1-888-779-2225. MHN takes complaints very seriously and values your comments. All complaints are acknowledged.

Want to Access Online EAP Services?

Visit www.pebcinfo.com and click on EAP. The first time you access EAP online services, you will be asked to register and establish a password. Using online EAP services are completely confidential. To register the first time:

1. Click on register.
2. When asked for "User Code" or "Company Code" enter PEBC.
3. Then – enter your own unique User Name and Password.