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Health Net**  
*We help MHN members  
get the most from their  
benefits and services.*

# Your Employee Assistance Program

## *How can we help?*

Life can be complicated. With MHN, getting help is easy.

Your EAP is here to help with life's many challenges. MHN provides the following services, paid for by your employer.

## *Problem-solving support*

Call us for help with life's ups and downs. We're here 24/7 to connect or refer you to a professional who can help with:

- Marriage, family and relationship issues.
- Problems in the workplace.
- Stress, anxiety and sadness.
- Grief, loss or responses to traumatic events.
- Concerns about your use of alcohol or drugs.

When you call, you can speak with a clinician immediately. Or, you can make an appointment that works for you:

- **Face-to-face sessions** – Meet with a provider from our network (for example, a counselor, marriage and family therapist or psychologist) in his or her office.

We can provide a referral when you call us. You can also search for a provider on our member website.

- **Phone or web-video consultations** –

Private, easy-access support by phone or web-video, provided by one of our highly qualified staff clinicians or network providers.

Remember that EAP services are not medical care or mental health treatment of any kind. If, in the course of a consultation, clinical problems are suspected, including drug or alcohol problems, we will offer a referral to appropriate medical or mental health services.

## *Work and life services*

Our experts can help you balance your work with your life! Call us for:

- **Childcare and eldercare assistance** – We'll find out what kind of help you need caring for children or elders in your life. Then we'll give you names and numbers of providers in your area.
- **Financial services** – Talk to an advisor over the phone about:
  - Budgeting
  - Credit and financial questions (investment advice, loans and bill payments not included)
  - Retirement planning



*(continued)*

- **Legal services** – Talk to a lawyer over the phone or face to face about:
  - Civil, consumer and criminal law
  - Personal and family law, including adoption, divorce and custody issues
  - Financial, tax or business matters
  - Real estate
  - Estate planning

- **Identity theft recovery services** – Speak with a certified consumer credit counselor who can learn more about your situation and help you create a plan. If there is a potential of ID theft, we'll connect you to an identity recovery specialist.

- **Daily living services** – Need help with errands? Planning an event or a vacation? We'll track down businesses and consultants for you. (MHN does not cover the cost nor guarantee delivery of vendors' services.)



#### Our member website can help with:

- Childcare and eldercare directories.
- Tips, tools and calculators to help you with finances, legal issues and retirement planning.

### Health and wellness tools



Take charge of your well-being!

Living well isn't always easy, but it's worth the effort. MHN's member website has tools and information that can help.

Just log in with your company code, and you can:

- Take a well-being assessment and receive a personal report with tips for living better.
- Make a change with self-help programs for stress, weight management, nutrition, fitness, and tobacco cessation.
- Take advantage of interactive e-learning programs.
- Find articles and videos on emotional health, physical health and making healthy choices.

This is just a summary. For details about services and eligibility, please contact MHN or your employer, or check your plan documents (such as an Evidence of Coverage booklet or Summary Plan Description).

### Your privacy

EAP services are confidential. Your privacy is important to us, and it is protected by state and federal laws.

### Need help?

**Call toll-free, 24 hours a day, seven days a week: 1-800-242-6220**

TTY/TDD callers, please dial 1-800-327-0801.

**Or visit us at: [members.mhn.com](http://members.mhn.com)**

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

You are entitled to 5 face-to-face sessions or telephonic or web-video consultations per incident, per plan period.

#### We speak your language!

When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

#### ¡Hablamos su mismo idioma!

Quando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

#### 我們說您的語言!

您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫療服務提供者進行交流，該翻譯人員可以與您一道參加約診，該服務為免費提供。