



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

MHN
Quality Improvement Department
503 Canal Boulevard
Point Richmond, CA 94804

Complaints are acknowledged within five business days and submitted for resolution to the appropriate department.

EVIDENCE OF COVERAGE AND DISCLOSURE

To see a detailed 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 the number in this brochure for a copy of the EOC (California members only).

MHN is a licensed California specialized health care service plan. The Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against MHN, you should first telephone MHN at the number in this brochure, and use MHN's grievance process, as described above, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

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, 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-HMO-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's Internet website (<http://www.hmohelp.ca.gov>) has grievance forms, IMR application forms and instructions online.



IT'S ABOUT YOU

EMPLOYEE ASSISTANCE PROGRAM

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 right time to seek help? *Before* a problem turns critical.

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

(800) XXX-XXXX

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

or visit us at:

members.mhn.com

and register with the access code: **xxxxxx**

Eligible members are entitled to **X** telephonic or face-to-face clinical consultations per incident, per calendar year.

MHN CAN HELP

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

- » Achieving life balance
- » Stress and anxiety
- » Grief and depression
- » Health and wellness
- » Substance abuse
- » Marital, family and relationship issues
- » Financial and legal issues
- » Identity theft
- » Daily living

When you have a problem, call your EAP.



YOUR EAP SERVICES

The following services are provided by MHN and paid for by your employer. This is just a summary. For detailed product and member/dependent eligibility information, please contact MHN or refer to your benefit documentation (such as an Evidence of Coverage booklet or Summary Plan Description).

CLINICAL COUNSELING

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

- » Marriage, family and relationship issues
- » Stress and anxiety
- » Depression
- » Grief and loss
- » Anger management
- » Alcohol and drug dependency
- » Other emotional health issues

The type (telephonic or face-to-face) and number of visits to which you and your eligible dependents are entitled 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. Telephonic 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/or to referrals to providers with current, confirmed openings)

Financial services – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues

Legal services – Telephonic or face-to-face consultations for issues relating to 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 you are victimized

Daily living services – Referrals to consultants and businesses that can help with everyday errands, travel, event planning and more (does not cover the cost nor guarantee delivery of services)

ONLINE MEMBER SERVICES

Access helpful information and powerful emotional health and work-life tools online. You can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find helpful tips, tools and articles

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

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

FREQUENTLY ASKED QUESTIONS

What is an EAP?

An Employee Assistance Program – or EAP – is a program designed to help you cope with emotional health, family and other personal problems. Employers provide an EAP to help their 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 services. There are no copayments, deductibles, or co-insurance payments, and you will not be liable to an MHN provider for any fees covered by your EAP. You will only be responsible for payment 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 provide a referral to a counselor or consultant, or connect you with one.

Wallet card – detach below

MHN
www.mhn.com

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

(800) XXX-XXXX

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

Or visit: **members.mhn.com**
(access code: xxxxxxxx)

In an emergency, please call 911.