

Employee Assistance Program (EAP)

Frequently asked questions

Welcome to MHN! Here are answers to some frequently asked questions. If you have any other questions, please contact your benefits administrator, check out our member website or give us a call at the toll-free number below.

1. What kind of help does my EAP offer?

We're here to help you live well, solve problems and balance your work with your life. Our member website offers tips, tools and self-help programs. When you call us, we can connect or refer you to a professional who can help you:

- Find service providers in your area, from caregivers to mechanics, contractors to wedding planners.
- Answer questions about financial, legal or identity theft concerns.
- Tackle health and wellness challenges.
- Address emotional or other personal problems.

Remember that EAP services are not medical care or mental health treatment of any kind. If you need care beyond the EAP, we'll help you get it. We'll work with your medical or behavioral health plan, or connect you with resources in the community.

2. Who can I see for help with emotional or personal problems?

We'll refer you to a licensed clinician (such as a psychologist, clinical social worker, or marriage and family therapist) who works for MHN or is part of MHN's provider network. Referral and prior authorization are always required for EAP services.

3. How can I get help?

Call us at our toll-free EAP number anytime, 24/7. Or visit our member website to find out more about our services or to search for an EAP provider. Just log in using your company code.

(continued)

4. Are EAP calls and services confidential?

Your privacy is important to us, and it is protected by state and federal laws. MHN will only disclose information as required or permitted by law (for example, if your life or safety is seriously threatened).

5. Will I have to pay for EAP services?

No. Your employer pays for your EAP services. There are no copayments, deductibles, or coinsurance 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.

6. Will I be able to continue to see my current EAP provider as an MHN EAP member?

If you were seeing a provider through your former EAP and would like to continue that relationship, please ask your provider if he or she is part of MHN's network. If so, simply call us and we'll authorize additional visits with your provider (depending on your eligibility). If your EAP provider is not part of MHN's network, one of our customer service representatives can help find a provider who's right for you.

7. What if I am told my eligibility has terminated?

You may have registered with MHN under a former employer. Please inform our customer service representative that you are calling to access your EAP benefit under your new employer. When you provide the name of your employer, the representative will create a new EAP account for you.

Need help?

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

TTY users call 711.

Or visit us at: members.mhn.com

and register with the company code: sanjoaquin

You are entitled to up 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!

Cuando 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。