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.

How do I get help?
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 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** – Easily accessed support provided by a network provider or MHN consultant.

**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 with confirmed openings.

- **Financial services** – Talk to an advisor over the phone about:
  - Budgeting
  - Credit and financial questions (investigation advice, loans and bill payments not included)
  - Retirement planning

- **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

(continued)
Financial or tax matters. (Business matters are excluded. Also excluded are any disputes or actions between members and their employer, business partners, MHN, Health Net, or their affiliates.)

- 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 resources**

Take charge of your well-being! MHN can help. Just register on our member website to:

- Assess your health and get tips for living better.
- Track progress toward your wellness goals.
- Take advantage of interactive e-learning programs.
- Find articles and videos about health topics.

Call your EAP number to learn more about our wellness coaching services – personalized support to help you set and reach your wellness goals.

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.

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**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 5 face-to-face sessions or telephonic or web-video consultations for problem-solving support per incident, per policy year.

Separate limits apply for work-life consultations.

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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 costo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

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健康和福利资源

对自己的健康和福祉负责！MHN可以提供帮助。只需在会员网站注册即可：

- 评估您的健康状况并获取有关更好生活的小贴士。
- 跟踪您健康目标的进度。
- 利用互动电子学习计划。
- 查找关于健康话题的文章和视频。

请拨打您的EAP号码以了解有关我们健康教练服务的更多信息——这是个性化支持，以帮助您设定并实现您的健康目标。

这只是个概要。有关服务和资格的详细信息，请联系MHN或您的雇主，或者查看您的计划文件（例如，覆盖证据小册子或计划摘要）。

**您的隐私**

EAP服务是保密的。您的隐私对我们来说很重要，并受到州和联邦法律的保护。

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**需要帮助？**

全天候免费服务，一周7天：1-800 242-6220

TTY用户拨打711。

或访问：members.mhn.com并使用公司代码：sanjoaquin

您有资格享受5次面对面会面或电话或视频咨询服务，用于问题解决支持，每次事件，每年一次。

工作与生活咨询服务有单独的限制。

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我们说您的语言！

当您致电MHN时，可以免费提供170多种语言的翻译服务。我们还与可以亲自参与您的预约并提供帮助的供应商签订合同，无需您支付任何费用，以帮助您与医生或其他医疗服务提供者沟通。

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