

## Eligibility

Active state employees, their lawful spouse or registered domestic partner, and unmarried, dependent children are eligible. Dependent children include natural, adopted, or stepchildren who are under the age of 23. Children of any age who are incapable of self-sustaining employment due to a mental or physical disability are also eligible. Dependent children in the military are not eligible.

Depending on your employment category, you are eligible for the number of sessions listed in the eligibility table.

Please note that when both spouses/registered domestic partners are state employees, spouses/registered domestic partners and family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one counselor are counted as one session.

*\* Exceptions:*

- Employees covered by Level 1 services may use EAP for 90 days after the date of retirement, as may California Highway Patrol employees who are covered by Level 2.
- Surviving family members of employees who had Level 1 services and family members of California Highway Patrol employees who had Level 2 services may use EAP services for six months after the death of an employee.
- Eligibility for EAP services for surviving family members of all other employees stops at the end of the month after the month the death occurred.
- Excluded employees and those in Bargaining Units 1, 2, 3, 4, 11, 15, 20, and 21 are allowed to receive a six-month extension to their EAP services following layoff from state service. The extension is for time only and not an increase in services or sessions.

Visit [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov) or call today to get help with topics such as:

Work-life balance	Living healthier
Health & wellness	Emotional wellness
Family & relationships	Stress & balance
Grief & loss	Workplace support

## Eligibility Table

### Employment category

Face-to-face sessions per year (July 1 – June 30)

#### LEVEL 1\*

Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory, and confidential employees of the California Highway Patrol.

Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07), and confidential employees (C07) in any other department.

Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06), and confidential employees (C06).

Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08), and confidential employees (C08) including seasonal and intermittent firefighters.

- 7 sessions per problem type for employee.
- 7 sessions per problem type for spouse/registered domestic partner.
- 7 sessions per problem type total for dependent children, not including the employee and spouse.

#### LEVEL 2\*

All California Highway Patrol, Department of Forestry and Fire Protection (State Fire Marshal), and Department of Corrections and Rehabilitation employees (unless listed in Level 1 above).

- 3 sessions per problem type total for employee, spouse/registered domestic partner, and dependent children.

#### LEVEL 3\*

All other employees.

- 3 sessions total for employee.
- 3 sessions total for spouse/registered domestic partner, and dependent children.

## Your Privacy

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

## Appeals and Grievances

If you have a complaint or dispute about Magellan services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online via Magellan's website at [www.magellanhealth.com/member](http://www.magellanhealth.com/member), call your toll-free number located on this brochure, or send a letter to Comment Coordinator, Magellan Health Services of California, Inc.—Employer Services: P.O. Box 710430, San Diego, CA 92171.



Employee Assistance Program  
**1-866-EAP-4SOC (1-866-327-4762)**  
 TTY users should call 1-800-424-6117  
 Visit us online: [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov)

**IMPORTANT:**

Can you read this in English? If not, we can have somebody help you read it. For free help, please call your toll-free number.

**IMPORTANTE:**

¿Puede leer este documento en inglés? Si la respuesta es no, tenemos personas que lo pueden ayudar a leerlo. Quizás también pueda obtener un extracto de las disposiciones importantes de este documento, escrito en su idioma. Para obtener ayuda gratis, llame a su número telefónico gratuito.

In California, services are delivered by Magellan subsidiaries: Magellan Health Services of California—Employer Services and Human Affairs International of California.



Employee Assistance Program

*Providing you with the right tools, wherever you are in life*



# Welcome to the State of California's Employee Assistance Program

The State of California is committed to providing a high quality Employee Assistance Program (EAP) to you and your family and in keeping with this commitment, offers you a confidential, no cost EAP benefit to help with some of life's day-to-day challenges.

Finding balance, overcoming stress, and getting back on the right track to move forward can be harder than we think. Your EAP is here to help you through it all at any time, day or night.

## Employee Assistance Program

Your EAP offers you useful tools and resources that can help make the most of your day or guide you through a difficult time. Some of the topics EAP can help with include:

- **Resiliency**—Overcoming stress and crisis at home and at work.
- **Emotional wellness**—Addiction, depression, anxiety, grief, and other emotional health issues.
- **Workplace success**—Career goals, team conflict, crisis, workplace violence, management support.
- **Wellness and balance**—Work-life balance, stress, relaxation, personal well-being.
- **Personal and family goals**—Changes in finances or personal situations.
- **Marriage, family and relationship issues**—Focusing on communication, relationships and parenting challenges.

## Support When You Need it Most

From simple questions like struggling with time management, to more difficult issues like finding support after the loss of a loved one, your EAP is there to work with you and offer suggestions, options and information.

**EAP offers face-to-face or telephone counseling.**  
*The number of face-to-face sessions available to you is listed on the eligibility table located on the back of this brochure.*

**Online emotional health and wellness tools.**

**Available 24/7.**

**Private and confidential.**

## Additional EAP Resources

### Work-Life Services

You have access to tools, resources, and experts who can help with many of life's challenges. Such as finding child or elder care, locating a plumber, a pet sitter, or coordinating summer activities.

### Legal Consultation

Services include consultations for business, civil, consumer issues, criminal matters, family law, real estate, and more.

### Financial Consultation

Counseling sessions are available to help you with matters such as paying debts, personal and family budgets, setting financial goals, and more.

### ID Theft Recovery Services

Includes fraud resolution services to assist with any fraudulent activity that may have impacted you or your family. You may receive up to a 60-minute consultation with a Fraud Resolution Specialist.<sup>TM</sup>

*It's about focusing on what matters. Your EAP is there to help at every turn.*

## Step Into Action

It's quick and easy. You can access the EAP's tools and resources in many ways. Remember this program is confidential, available to you at no cost, any time, day or night. Visit us online or call us:



Call toll-free 1-866-EAP-4SOC  
(1-866-327-4762)  
TTY users call 1-800-424-6117



Visit [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov) for online tools, articles, resources, and more.

We will connect you with the right resources or professionals to help you with your questions, challenges, or needs. No situation is too big or too small. We are here for you and can help you find the tools and information you can use to meet your needs.

## Evidence of Coverage and Disclosure

To see a detailed description of your EAP benefits, please review your Employee Assistance Program Combined Evidence of Coverage and Disclosure Form (EOC), available at [www.eap.calhr.ca.gov/members/eligible-employees.aspx](http://www.eap.calhr.ca.gov/members/eligible-employees.aspx). Please note that, in the event of discrepancies between member materials and EOC documents, the terms of the EOC will prevail. Magellan Health Services of California, Inc. – Employer Services is a licensed California specialized health care service plan. The California Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against Magellan, you should first call Magellan at the number in this brochure, and use Magellan's grievance process, as described in this brochure, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. You may call the Department if you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by Magellan, or a grievance that has remained unresolved for more than 30 days, (unless the member is notified within those 30 days that additional time is required and the reason for the delay is documented). You may also be eligible for an Independent Medical Review (IMR). If so, 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 (1-888-466-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's website ([www.hmohelp.ca.gov](http://www.hmohelp.ca.gov)) has grievance forms, IMR application forms and instructions online.

*Tear off the attached cards and keep them handy for quick and easy access to the help your program can provide.*



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