

EMPLOYEE ASSISTANCE PROGRAM (EAP) for Staff and Families

Types of Services



FACE-TO-FACE CLINICAL COUNSELING AND TELEPHONE CONSULTATIONS: This free confidential service provides clinical services at the office of the provider you select or a telephone service.

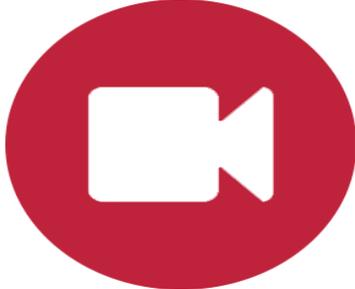
1. Visit the [EAP CalHR homepage](#)
2. Begin an online referral
OR
3. Call 1-(866)-327-4762 and select option 2 (member)
4. Advise the representative you are calling to get a referral for an in person appointment



MESSAGING: This free confidential service enables you to send a message to a therapist anytime via your web browser or mobile app.

1. Visit the [EAP CalHR homepage](#)
2. Click the Messaging Therapy carousel image on the bottom of the home page.
3. Click the visit talkspace.com/SOCEAP link. Enter SOC as your organization name and answer a few brief questions. You will be matched to a therapist.

[Messaging Therapy printable flyer](#)



TELEHEALTH (VIDEO BEHAVIORAL HEALTH COUNSELING): A convenient and confidential service that allows you to meet with an EAP provider via video teleconference- at no cost to you. All you need is a smartphone, or a computer with a webcam, and high speed Internet Access.

1. Visit the [EAP CalHR homepage](#)
2. On home page, scroll down to "Find A Provider"
3. Click in "Choose Your Plan"
4. Click on "Go" under your plan
5. Go to Choose a Provider List and click on Telehealth EAP
6. Enter zip code and click on "Search"

[EAP Telehealth printable flyer](#)



I CAN'T FIND A PROVIDER! Appointment Assist : Need help making an appointment? Let us make it as easy as possible for you! Available 24/7/365

1. Call 1-(866)-327-4762 and select option 2 (member)
2. Request Appointment Assist, in which you should be registered, given an authorization number, and then transferred to a Care Manager who will assist with making the appointment. (You are able to ask for a provider who specializes in law enforcement)

[EAP Appointment Assist printable flyer](#)

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I CAN'T FIND A PROVIDER! Magellan Services Override Process (Single Case Agreement):

The listing below provides examples of when Magellan offers a Single Case Agreement, with a non-contracted clinician:

- Preferred ethnicity not available within your geographical area and/or timeframe
- Preferred gender not available within your geographical area and/or timeframe
- Primary language preference not available within your geographical area and/or timeframe
- Provider specialty not found
- Continuation of care from previous service

***Geographical limitations: 10 miles for urban areas, 25 miles for suburban areas, and 40 miles for rural areas**

Steps to follow:

1. Identify a non-contracted provider that is willing to accept a Single Case Agreement treatment
2. Provide the information to Elizabeth Soden with Magellan Healthcare, at (619) 326- 9471; (800)424- 1565 ext. 69471; ensoden@magellanhealth.com
3. Magellan will then work directly with the provider on securing a Single Case Agreement. Once the non-contracted provider accepts the Single Case Agreement, Magellan will contact you and provide an authorization number to seek care. This process can take several days depending on how quick the non-contracted provider responds to Magellan.

Experiencing Difficulties with Magellan or would like to provide feedback on EAP services? Contact CDCR's Employee Health and Wellness (EHW) unit:

- Monday- Friday from 8 AM- 5 PM
- Phone (916) 327- 8570
- Toll- Free (855) 897- 9822

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- Email: WellnessNews@cdcr.ca.gov
- Internet Page link: <https://www.cdcr.ca.gov/wellness/eap/>
- CDCR Health and Wellbeing and Family Resource Guide Intranet link:
<http://intranet/ADM/DSS/hr/ow/SiteAssets/Pages/EmployeeWellnessPrograms/Health-and-Wellbeing-Employee-and-Family-Resource-Guide.pdf>