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.

Problem-solving support
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.

Remember that EAP services are not medical care or mental health treatment of any kind. If, in the course of a consultation, clinical problems are suspected, including drug or alcohol problems, we will offer a referral to appropriate medical or mental health services.

Work and life services
Our experts can help you balance your work with your life!

- **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 (investment 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)

1Please contact us for details, including limitations and exclusions.
– 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.

Need help?
Call toll-free, 24 hours a day, seven days a week: 1-800-227-1060
TTY users call 711.

Or visit us at: members.mhn.com
and register with the company code: marin

You are entitled to 5 face-to-face sessions or telephonic or web-video consultations for problem-solving support per incident, per calendar year.
Separate limits apply for work-life consultations.