

EMPLOYEE ASSISTANCE PROGRAM SERVICES AT-A-GLANCE

The State of California EAP provides services to support employees and their eligible family members with day-to-day concerns and difficult times. EAP is a no-cost assessment, short-term counseling, and referral service providing a valuable resource for support and information. EAP also provides support for managers and supervisors dealing with workplace issues. Most importantly, confidentiality is the hallmark of the program!

EAP continues to evolve, and there are more services and ways to access than ever before. We are excited about how far we've come and anticipate that EAP's reach will continue to grow.

To learn more about the following services visit eap.calhr.ca.gov or call 1-866-327-4762.

EMPLOYEE ASSISTANCE PROGRAM
Your resource for help with daily challenges and difficult situations.

APPOINTMENT ASSIST

When you decide it's time to schedule a counseling session, we want to ensure it's as easy as possible for you. Magellan offers a variety of services to help you schedule your appointment. Our EAP staff will help you understand and explain appointment details for the best fit for your situation.

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Typically, a counseling provider will request to speak with you before you schedule an appointment. You can choose to schedule an appointment for a morning and afternoon session, depending on your needs.

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Appointment Assist
Need help making an appointment? We can help!

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BETTERHELP VIRTUAL THERAPY

Get help when and where you need it.

What is BetterHelp?
BetterHelp programs have been shown to help you manage your mental health. You can talk to a licensed therapist via video, phone, or text. You can also use the app to track your mood and receive personalized support. BetterHelp is available 24/7, so you can get help whenever you need it.

Who can use BetterHelp?
BetterHelp is available to all employees and their eligible family members. You can use BetterHelp for a wide range of issues, including depression, anxiety, stress, and more.

How does it work?
1. You'll complete a brief assessment to help us understand your needs.
2. You'll be matched with a licensed therapist who specializes in your area of concern.
3. You'll start your therapy sessions with your therapist. You can choose to talk to your therapist via video, phone, or text. You can also use the app to track your mood and receive personalized support.

Why choose BetterHelp?
1. 24/7 access to licensed therapists.
2. Flexible scheduling options.
3. Personalized support.
4. No waiting list.

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BetterHelp Virtual Therapy
Get help where and when you need it.

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COUNSELING

Magellan provides short-term counseling services to help you manage your mental health. Our EAP staff will help you understand and explain appointment details for the best fit for your situation.

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Why choose counseling?
1. Short-term support.
2. Flexible scheduling options.
3. Personalized support.
4. No waiting list.

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Counseling
Access support with life's challenges.

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CAREER ASSISTANCE AND STUDENT RESOURCES

Everyone faces challenges – from school-age children to working professionals. Whether it's homework struggles, time management, preparing for a new school year, job advancement, or career advancement, everyone needs support and guidance to be successful. From instructional advice and guidance, to career interests and time-management options, the Employee Assistance Program can provide useful tips for students and professionals.

Early education

- Understanding kindergarten options
- Freshhood readiness guide
- Effective homework and study habits
- Preparing for a new school
- Parental roles in elementary and secondary education

College


- Preparing and applying for college
- Tips for applying to college
- Maximize college return on investment

On-the-job success

- Creating a positive work environment
- Forget perfection
- Working with job loss

Staying healthy at work

- Eat healthy on the job
- Healthy workdays
- Importance of good posture



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 10000 Wilshire Blvd., Suite 1000, Los Angeles, CA 90024
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CHILD CARE AND ELDER CARE SERVICES

Many people are part of the "sandwich generation" and balance time caring for their own families and their aging parents. Finding the right resources for a child or an older adult can be a challenge. The Employee Assistance Program (EAP) can provide guidance on services, and help you understand your own options.

No time facilities as the same, and no time caregiving situations are the same either. Many children still spend part of their day in a home-based child care setting, and finding high quality, professional care can be an important concern for working parents. EAP can assist with providing resources and referrals for child care, including:

- In-home and out-of-home child care
- Child care options for non-standard schedules
- Before- and after-school care, and summer care
- Child care facility accreditation and state licensing requirements
- Evaluation of providers
- Resources to assist with adoption, educational options, and special needs

EAP can also assist you with nonmedical resources for older adults. While caring for an aging parent or loved one can be tremendously rewarding, it can also be physically, financially, and emotionally demanding. Resources and referrals include:

- Changing resources and supports
- Community-based services and resources
- Attorney specializing in elder issues
- Insurance issues

EAP can assist you with:

- Evaluate living arrangements, health care, legal rights, and financial concerns of aging loved ones
- Identify public and private resources, such as assisted living, senior living, residential housing, home health care agencies, senior centers, adult day care programs, and more
- Assess and monitor the care of loved ones as time goes on and individual needs change



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Career Assistance and Student Resources

Useful tips for students and professionals.

Child Care and Elder Care Services

Are you part of the "sandwich generation"? Check here for resources.

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FINANCIAL WELLNESS

Nearly 8 in 10 Americans live from paycheck to paycheck.¹ Your financial wellness program can help you take control of your monthly finances, update profiles, and achieve your financial goals. You can be confident about your finances at most stages of life – whether it's managing student loans, buying a home, growing a family, saving for college, or planning your retirement.

Meet with a Money Coach

- Three 30-minute telephone consultations per topic, per year
- Money Coaches have an average of 22 years of related professional experience and personal certifications. They provide confidential, unbiased guidance to help you get on your financial path. They don't sell products.
- Can support for concerns such as debt and credit, spending and saving, retirement loans, large purchases, saving for parents, and more.
- <https://www.wellness.com/magellan/ehis/ehis/ehis> is the preferred way to get your questions answered by a Money Coach.

Build a Plan

- Get a financial statement
- Learn how money is affecting your health, wealth, and financial status
- Get a personalized action plan

Take Action

- Enroll in the website with personal financial content such as events, videos, knowledge center, and calculators
- Sit in on a meeting from Monday to Friday from 8:00 AM to 8:00 PM PT
- Invite your spouse or partner to join you



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Financial Wellness
Have financial questions?
Call for a financial consult.

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IDENTITY THEFT RESOLUTION

Whether it is the unauthorized or attempted use of your credit cards or bank accounts, or the misuse of your personal information, identity theft can lead to serious financial and legal problems.

The Identity Theft Resolution service provides education on how to prevent identity theft, and guidance to help to restore your credit if you have been victim.

You and your eligible family members receive one free 30-minute telephone consultation with a Fraud Resolution SpecialistSM per household, per year. The FRS will answer your questions and give you the direction and tools you need to start resolving the fraud issues.

EAP is Here to Help

The FRS can provide you with:

- Compensation and submitting a Uniform ID Theft Affidavit to the proper authorities, Credit Reporting Agencies and insurers
- Providing Fraudulent account forms or letters to restore each fraudulent occurrence
- Obtaining a free copy of your credit report
- Reporting fraudulent activity and notifying local and federal authorities and customer fraud departments
- Finding a Fraud alert and/or credit freeze (if allowed by State law) on your credit file



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Identity Theft
Prevention and fraud
resolution services.

EAP Services At-a-Glance

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LEGAL SERVICES

Recognizing the needs of your personnel with your job responsibilities has always been. It can be particularly difficult when legal issues arise. EAP offers legal consultation services to help you navigate a broad array of legal concerns and provide you with information and resources to engage your attorney.

Legal Consultation
Receive one free 60-minute consultation per year, per you on the phone or in person with an attorney's mediation expert who will listen to you and help you determine whether mediation is a suitable method to resolve the legal issue. You or your eligible family members receive a preferential discount for services beyond 60 minutes. *Restrictions on compensation consultation.

State planning: 25% discount off the hourly fee.

- Wills
- Powers of Attorney

Family law: 35% discount off the hourly fee.

- Divorce
- Succession plan proceedings
- Elder care

Overhead legal services: 25% discount off the hourly fee.

- Civil and consumer rights
- Personal coaching
- Taxes and audits

Document preparation services:

- Single Will Package: \$60.00
- Complete Will Package: \$175.00
- Marry or Special Needs Trust: \$1,000.00
- Individual Estate Protection: \$450.00
- Protection of Capital Estate: \$999.00

Online tools and resources

- Self-serve access to instantly create state-specific forms.
- Legal library with educational content, definitions, and articles on a wide range of legal topics.



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Legal Services
Need legal advice?
Call for a consultation.

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LIFESTYLE COACHING

Change is necessary in order to improve and grow. Sometimes, a little help can go a long way toward achieving your goals. Lifestyle coaches provide confidential, unbiased support to help you share your purpose and stay on track.

You will meet with the same coach, at regular intervals, by phone or video conference until your needs have been met. Your coach will assist you with problem-solving, identifying your abilities and opportunities, focusing on accountability. Coaches can also provide helpful resources and will share how you can set, track and achieve your goals. If you feel the need for further assistance, your coach will help arrange for counseling.

EAP offers guidance and resources for everyday situations. From caregivers on how to balance the personal aspect with the work of their life to addressing one-on-one problems, professional coaches are available through EAP to you and your eligible dependents for workplace consultation on topics such as:

- Stress reduction
- Work-life balance
- Time management
- Leadership

Lifestyle coaching can enhance people's professional and personal lives. Getting a coach can result in:

- Less stress
- Increased self-confidence
- Clarity of goals
- Improved productivity
- Better life balance
- Enhanced perspectives and opportunities to change and grow
- Motivation and hope



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Lifestyle Coaching
Need a life coach?
We've got you covered!

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LIVING HEALTHY-MIND AND BODY

Your mind and body are powerful allies. How you think can affect how you feel, and how you feel can affect your thinking. An example of this mind-body connection is how your body responds to stress. Constant worry and stress can cause more frequent headaches, stomach problems, high blood pressure, or other serious problems.**

EAP offers many benefits that can help improve your mind and body wellness.

How does stress affect your health?
Research shows that what your brain produces depends on your thoughts, feelings, and experiences. If you're both you have hope and a positive attitude and you believe that you'll get better, you're more likely to produce chemicals that will help your body to healing faster.

How does stress affect you?
When you're stressed or anxious, your body reacts as if it's under attack. Your body releases hormones that speed up your heart rate and breathing, increase blood pressure, and make you feel more tense. When you are able to relax after a stressful event, your body only produces the hormones that create stress, and production is a state of calm, both physically and mentally.

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Living Healthy - Mind and Body
Learn how to improve your mind and body wellness.

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RETIREMENT SERVICES

With so many things to think about for retirement, you may need to speak with someone who can help you plan and get organized. The Employee Assistance Program (EAP) can help you plan, and offers tools and resources that may be useful when preparing for your retirement. EAP also offers coaching and counseling services for emotional health concerns you may have while preparing for retirement.

Retirement planning doesn't have to be overwhelming and time-consuming. EAP offers you many different resources to meet your specific needs, whenever you might like to. It's never too early to start planning for retirement.

Financial Consultations
Do you have questions about how to manage your finances or how you can best prepare for your retirement? Through EAP you can use the services of a financial professional who can help you assess your situation. You can also log on to EAP website and access a variety of tools and resources including financial calculators, budget planning worksheets, and more.

LifeStyle Consultations
As you or your loved ones approach retirement, you may have daily living questions such as:

- What community resources are available to me and my family?
- Is it time to look at a new living arrangement?
- Are there volunteer opportunities to my way?

Emotional Health Concerns
As retirement nears, many struggle with the emotional challenges that occur during the process. You have access to licensed professionals for counseling services. Help is available for many emotional concerns such as:

- Effects of retirement on family relationships
- Transition from full-time work schedule to a retirement schedule
- Transferring retirement assets
- Feelings of depression, sadness, and loss of interest in daily activities.



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Retirement Services
Help planning and getting organized for retirement.

Your resource for help with daily challenges and difficult situations. Learn more about EAP services today. These flyers are available for download at calhr.ca.gov/employees/Pages/eap.aspx.

EAP Services At-a-Glance

EMPLOYEE ASSISTANCE PROGRAM

DIGITAL SELF-CARE PROGRAMS AND APP

Emotional wellness support to help you live your best life

On April 3, 2023, Magellan Healthcare will implement myStrength by Lively, a full spectrum digital behavioral health program to enhance the services, app, case tools and apps on the EAP website. myStrength is a digital solution to help employees live their best lives with common concerns, from managing stress, anxiety, and depression to improving sleep and productivity.

Key features:

- Interactive, self-paced programs matched to your situation.
- Access to expert coaches for direction and assistance.
- Self-assessments to track mood, sleep, stress, and goals.
- In-the-moment tools for coping with daily situations.
- Thirteen case focus areas including anxiety, depression, learning disabilities and trauma.
- 10+ life topics including caregiving, chronic conditions, and ADHD.
- 1600+ activities to help you live your best life.

How to get started

• **Get an onboarding:**

- In the Explore section, click on the "Self-Care Programs" link.
- Follow the instructions to access the myStrength website. Once you are on the myStrength website, you will take a short quiz to begin your customized program. An expert coach will guide you and answer questions. The myStrength program uses personal recommendations for content and learning. You can also choose to work with a coach, with a coach you manage the program and suggest next steps.

Call EAP at 866-327-4762 or visit eap.calhr.ca.gov for helpful resources.



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Magellan HEALTHCARE

Self-Care
Digital self-care programs and app.

EMPLOYEE ASSISTANCE PROGRAM

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TELEHEALTH

Say goodbye to the waiting room. Meet with a counselor on your terms.

Have you ever felt that you would save some help getting through a stressful experience at your workplace? Have there been times when you have gone to a waiting room, but you have responsibilities at home, just aren't comfortable going to a counselor, something's getting in the way?

There's a solution: Telehealth

EAP offers telehealth, a secure and confidential service that allows you to meet with an EAP provider via video conference, call or text to you. All you need is a smartphone or computer with a webcam and high-speed internet access.

Why Telehealth?


- **Flexibility** — You can get help with behavioral health concerns in the privacy of your own home, car or office to a time that fits your circumstances. You don't have to worry about concerns surrounding when you are going to someone waiting for you into an office.
- **Convenience and cost-savings** — Because you don't have to drive to or wait for an office, you'll be able to get the same or better care at a lower cost.
- **Faster access to mental health services** — Telehealth services are available 24/7 to help you get the support you need when you need it.
- **Flexible appointment times** — Many Telehealth providers are available evenings and on weekends, enabling you to arrange an appointment at a time that works for your schedule without leaving time off work.

Ready to get started?

1. Visit eap.calhr.ca.gov
2. Click on Tele Care. On the Location tab, under Choose a Provider link, select Telehealth EAP
3. Enter your zip code. When your distance and click on Search.
4. Complete the online EAP referral form located next to Provider listing and call the provider to schedule a telehealth appointment.

Make the time to take care of your needs just a few clicks. The advantage of Telehealth will make an appointment today!

Note: This service occurs as a live-time clinical session.



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Magellan HEALTHCARE

Telehealth
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WORK-LIFE SERVICES

From treatment requests to major milestones to tricky transitions, Work-Life Services helps you live life smarter and gives you insight and inspiration for the journey.

Services we are able to provide you with expert guidance, information and personalized referrals to services designed for your area. Access Work-Life Services for help with topics such as:

- Adoption and aging
- Child care and parenting
- Child living
- Education
- Housing
- Job ownership
- Pregnancy and adoption
- Relationships
- Special needs

Personalized referrals with confirmed availability

Services provided through our network to ensure they meet your specifications and fit your needs. Personalized referrals for confirmed availability.

Online tools and information

Access the rich online portal through eap.calhr.ca.gov and you'll find information on an expanded set of life-life services, and products.

LifeMart® Discount Center

EAP provides access to an exclusive discount program with a variety of products and services including:

- Computers and electronics
- Travel, car rentals, airfare, theme parks
- Shopping and restaurants
- Movie tickets, books, and DVDs
- Fitness centers
- Child and elder care
- Pet care



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Work-Life Services
Could you use a little help balancing work and personal life?

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WORKPLACE SUPPORT SERVICES

Creating the most secure, effective and safe work environment is a common goal for managers and supervisors. Managing people can be stressful and at times an overwhelming task. Beyond the workplace, such as problems in marriage, family issues, or other challenges at home, can become a distraction for your employees and may impact their performance in the workplace. Various events in the workplace could have a significant impact on a staff, such as the death of an employee, a family crisis, or an organizational restructuring.

EAP provides specialized Workplace Support resources to help managers and supervisors to effectively assess changing situations and determine the appropriate level of intervention based on organizational policies. Managers can call Workplace Support Services for a confidential, non-judgmental consultation to help them to approach team dynamics or individual concerns including:

- Providing guidance on how to communicate a performance issue to a staff member.
- Explaining how to offer help in the most productive manner.
- Offering suggestions on how to approach a referral and identify resources within the organization.
- Discussing options for dealing with a difficult situation.

A formal supervisor referral to a management tool that they can use to improve a staff member's work performance and meet work-related needs. It may help the individual address personal needs that may be contributing to the decline in work performance. An individual's request for assistance does not mean that a referral person is voluntary. It is not intended as a disciplinary measure.

Support when and wherever you need it

You can contact workplace support consultants any time, day or night, by telephone.



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Workplace Support Services
Support for managers and supervisors in challenging situations.



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