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 speak with a clinician immediately. Or, 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 – Private, easy-access support by phone or web-video, provided by one of our highly qualified staff clinicians or network providers.

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! 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.

- 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

(continued)
• **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
  - Financial, tax or business matters
  - Real estate
  - Estate planning

• **Identity theft recovery services** –
  Speak with a certified consumer credit counselor. 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 tools**
Take charge of your well-being!
Living well isn’t always easy, but it’s worth the effort.

Log into MHN’s member website with your company code to get started. You’ll find all sorts of health and wellness resources, including articles, videos and assessments.

Our wellness coaching services offer extra support when you’re ready to change your life – helping you make a plan, and then offering the support you need to succeed. Just call us at the number below to get started.

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: 1-800-327-0449**
TTY/TDD callers, please dial 1-800-327-0801.

Or visit us at: mhn.advantageengagement.com
and register with the company code: laccd and pw: employee

You are entitled to 6 face-to-face sessions or telephonic or web-video consultations per incident, per calendar year.

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

*我們說您的語言！*
當你呼叫MHN時，我們可提供170種語言的免費翻譯服務。我們還與一家協力廠商合作，如果需要翻譯人員與您一起出席的場合，我們可免費提供翻譯服務。