



WELCOME TO YOUR NEW EMPLOYEE ASSISTANCE PROGRAM

Starting on January 1, 2016, you will have a new Employee Assistance Program (EAP). The new program will be offered through Magellan Health – a leader in EAPs for over 40 years. Your EAP is a valuable resource for you and your family and is available at any time, day or night – all at no cost to you. The program provides helpful tools and resources to help you make the most of your day, at work and at home, or to support you through a difficult time. Program features include:

Work-life resources

You have access to a work-life program that provides tools and resources for every-day challenges such as finding childcare, locating home renovation services, daily discounts, pet services and informative articles about children, relationships, work-life balance and more. You can get personalized assistance and support – all in one phone call.

Legal, financial and identity theft services

Through Magellan, you have access to legal and financial services. You can call and receive a 60-minute telephonic legal or financial consultation, or meet with a local attorney in-person at no cost. Consultations are available for issues relating to civil, consumer, personal and family law, financial matters, reducing debt, retirement planning and more. In addition, you have support services to assist with any fraud-related emergencies that you may have. You can receive unlimited telephonic consultations with a highly trained Fraud Resolution Specialist™ who can assist you with restoring identity and credit.

Three sessions of in-person counseling

You have access to a licensed professional who can help with emotional health issues, including:

- Stress and anxiety
- Depression and sadness
- Marital, relationship and family concerns
- Substance abuse and addiction

When you call Magellan, an intake specialist will assess your needs, evaluate the type of assistance needed and offer you the appropriate services that can help you start feeling better.

Telephone coaching

You might not always need to speak to someone face-to-face and if you're not sure, telephone coaches are available to chat about some of the feelings and challenges you might be facing. Coaches can suggest tools and resources that are offered through your program.

Online therapy

Whether you are already seeing a provider or think you might need assistance, you have access to online self-guided modules that are available through the member website.

Live chat

Have a quick question? Simply go online to the member website and have an instant chat with a Magellan specialist. Live chat provides immediate answers to questions you might have about the program or how to locate services. If you are ready to chat, simply register by going to www.magellanhealth.com/member, click "Register or Enter as a Guest" and enter the toll free phone number that corresponds to you below to get started!

24/7 Access:

By phone

U.S.

Toll free: 800-327-4721

Canada

Toll free: 877-847-4525

Direct dial: +1 416-956-2979

U.S. Virgin Islands

Toll free: 888-851-7032

Direct dial: +1 919-706-4551

Puerto Rico

Toll free: 877-857-2952

Direct dial: +44 20 8987 6203

Online

Go to www.magellanhealth.com/member, click "Register or Enter as a Guest" and enter the toll free phone number that corresponds to you above.

