

THE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Everyone needs help from time to time dealing with life's challenges. Often it's not the unexpected event that catches us off guard. It's more likely to be the predictable events and transitions in our lives – things like starting a new career, marriage, the birth of a child, the challenges teenagers present, or buying a house – that find us unprepared. When you have a physical problem, you talk to your doctor. But who do you talk to when you're looking for ways to better manage your life? When you feel like you need help dealing with a situation that's troubling you, call the Employee Assistance program (EAP). The EAP is a confidential assessment and referral service that will link you to EAP counselors, who will help you develop the life management skills needed to enjoy life more fully. The EAP is available to you and your eligible dependents.

THE EMPLOYEE ASSISTANCE PROGRAM (EAP) PROVIDES:

Easy access to services

Getting help is easy, convenient and confidential. Just call **1-866-659-3848**. Our trained customer service representatives and EAP specialists are available 24 hours a day, seven days a week via a toll-free telephone number to confidentially discuss your concerns. Crisis counseling is always available to assure you get the assistance you need when you need it. Our EAP specialists will direct you to counseling services available to you free of charge.

Face-to-face evaluations at an office convenient to your home or where you work

The EAP specialist you speak with will refer you to the help you need. We have developed a comprehensive, nationwide network of experienced EAP counselors, including licensed psychologists, licensed clinical social workers, licensed clinical professional counselors, and licensed marriage and family therapists.

Personalized care

The EAP counselors will help you:

Clarify the problem -- The EAP counselor will help you clarify the reason you are seeking assistance through the EAP. This ensures that the total concern is being addressed.

Identify options -- Together, you and the EAP counselor will explore alternatives for addressing the problem. EAP counselors provide an objective point of view and can offer suggestions that you may not have considered.

Develop a plan -- An individualized plan is then developed. The plan may involve short-term counseling through the EAP or a referral for additional services beyond the scope of the EAP. If

you are referred for additional services, or access your behavioral health benefits through your health plan, the resulting costs and/or co-payments, are your responsibility. In all cases, the decision of how to handle your concerns and manage your life is up to you.

Confidentiality

All calls and counseling sessions are confidential. The information that you share is kept confidential unless you sign a consent form for release of information with the EAP counselor, or as required by law.

The EAP can help you resolve your personal concerns, so you can be your best at work and at home.

Among other things, the EAP can help you with:

- Anger management
- Anxious feelings
- Conflict at work or home
- Domestic violence
- Elder care issues
- Family/parenting issues
- Feelings of worry or the blues
- Financial/debt management
- Grief/loss
- Problems with alcohol or drugs
- Stress

The EAP is a free benefit offered to you and your eligible dependents covered under the State Employees Group Insurance Act. If you are referred for additional services beyond the scope of the EAP and you decide to use those services, the resulting fees, if any, are your responsibility. You will want to check your plan benefits for coverage of those services.

MagellanAssist.com

The MagellanAssist Web site has the information, self-help tools and resources that can help guide you through life's challenges, as well as life's opportunities! You will also be able to locate a network provider and find information regarding EAP benefits.

Visit www.MagellanAssist.com today.

We're here to assist you.

For EAP Services, Call 1-866-659-3848 (TTY 1-800-526-0844)

EAP QUESTIONS AND ANSWERS

Who can use the EAP?

The services are available not only to you as an actively working employee, but your eligible dependents as well, regardless of your health plan carrier.

When can I call the EAP?

You can call the toll-free number anytime, 24 hours a day, seven days a week.

Will I be charged for using the EAP?

No. The EAP is a free benefit offered by the State of Illinois. If you need help beyond the scope of the EAP, your EAP counselor may refer you to another service. You are responsible for fees related to services outside the scope of the EAP. We understand that every problem and every budget is different, and we'll try to help you find an affordable solution.

Is the EAP just for workplace problems?

No. You can use the EAP to help you deal with most concerns – such as parenting issues, marital or relationship problems, problems with alcohol or drugs, even self-improvement – whether or not they have a direct impact on your work environment.

If I locate a provider of my choice on the Web site, can I schedule an appointment myself?

Yes. However, you need to call the EAP for an authorization.

Can I call the EAP even if my concern is not a crisis?

Yes. The EAP is a life management tool, designed to help you sort through whatever is happening in your life. Call your EAP when you need a new perspective on things. Call when you need help identifying your options and making informed choices. EAP services have been provided to help you live healthy and work well.

Is management consultation available?

Yes, management consultation is available for information on EAP supervisory protocols, Fitness for Duty evaluations, Critical Incident Stress Debriefings and Grief Support Group counseling services.