

Your Employee Assistance Program

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.

How do I get help?

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.

Telehealth consultation – Easily accessed support provided by a network provider licensed in your state. We can provide a referral when you call us.

Work and life services

Our experts can help you balance your work with your life!¹ 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 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 service – 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 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.)

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

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).

Our member website can help with:

- Childcare and eldercare directories
- Tips, tools, and calculators to help you with finances, legal issues, and retirement planning

Your privacy

EAP services are confidential. Your privacy is important to us, and it is protected by state and federal laws.

Call toll-free, **24 hours a day**, seven days a week.

TTY users can call:

Visit our website:

REGISTRATION CODE:

You are entitled to face-to-face sessions or telehealth consultations for problem-solving support

Separate limits apply for work-life consultations.

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 tu idioma!

Cuando llames a MHN, podrás usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a tus citas, sin cargo alguno, en caso de que necesites ayuda comunicándote con los médicos u otros proveedores.

我們和您說一樣的語言!

我們為致電 MHN 的客戶免費提供超過 170 種語言的口譯服務。如果您在和醫師或其他醫療服務提供者溝通時需要幫助，我們也有簽約服務商能陪同您前往約診，而且您不須支付費用。

귀하의 언어로 안내해드립니다

MHN에 전화하면 170 가지 이상의 언어로 무료 통역 서비스를 이용하실 수 있습니다. 저희는 또한 귀하가 의사 또는 다른 의료 제공자들과 의사소통에 도움이 필요한 경우, 무료로 귀하의 진료 예약에 동반할 수 있는 통역사와 계약을 맺습니다.

Chúng tôi nói ngôn ngữ của quý vị!

Khi quý vị gọi tới MHN, chúng tôi cung cấp dịch vụ thông dịch miễn phí bằng hơn 170 ngôn ngữ. Chúng tôi cũng ký hợp đồng với nhà cung cấp có thể trực tiếp tham gia các buổi hẹn với quý vị miễn phí, nếu quý vị cần trợ giúp để liên lạc với bác sĩ hoặc các nhà chăm sóc sức khỏe khác.

