

EMPLOYEE ASSISTANCE PROGRAM SUMMARY

Maricopa County offers an **Employee Assistance Program (EAP)** administered by Magellan Health Services (Magellan). All Maricopa County employees (including contract and temporary) and their dependents are eligible for the EAP Program. Dependents under the EAP are defined differently than under your health and dental plans. EAP services are available to anyone living in your household and children attending school out-of-state or who live out-of-state, if you are responsible for their benefits.

EAP PROGRAM SUMMARY

Sometimes employees face problems that they cannot solve. Concerns can become overwhelming and affect work performance, personal happiness, family relations and personal health. When this occurs, professional help may be needed to resolve the problem before it becomes a larger issue.

The Employee Assistance Program (EAP) offered through Magellan is an employer-paid benefit that provides short-term, solution-focused counseling for both personal and work-related issues for you and your dependents. There is no premium charged to you for this benefit and there is no copayment when you use this service. You will be assisted by a behavioral health professional who will ensure that you receive treatment at the most appropriate level for your situation. Your counselor may refer you to a higher level of care that may be covered under the Behavioral Health Benefits included with your Maricopa County Medical Plan.

Your EAP provides a full range of counseling and referral services for individual, family and marital concerns, stress and job-related matters, child and domestic abuse, chemical and alcohol dependency assessment, and legal or financial issues. Counseling is available by phone or in-person, depending on your preference.

Protecting your confidentiality is Magellan's top priority. All EAP records, including personal information, referrals and evaluations, are kept confidential in accordance with federal and state laws. Release of information can be given only with your written consent, except where required by law (e.g., when child abuse is suspected or when posing a danger to self or others).

Counseling, Coaching and On-line Programs

Your EAP benefit provides up to twelve (12) individual counseling sessions for you and your dependents per person, per problem, per plan year. If sufficient need is shown, upon your approval, your counselor may encourage other members of your family to participate in your sessions.

Coaching is available when you have goals to achieve. Coaches help you to create a plan and stay on track to meet your goal.

Online programs provide self-guided, interactive programs that focus on your emotional wellness, and can help to manage depression or anxiety.

Legal Consultation

Your EAP provides legal consultation services. You can call and be referred to an attorney for a prepaid initial in-person consultation or for an immediate (during normal business hours) telephonic consultation on issues such as estate planning, family and divorce law, civil and criminal matters, and more.

There are some excluded issues from legal consultation, including employment law matters when action against Maricopa County is contemplated. One free 60-minute consultation per plan year is covered. Ongoing legal services are then offered at discounted rates.

Financial Counseling

Your EAP also includes services to help you reach your financial goals. When you call, you'll be put in touch with a financial expert who can provide information and answer questions on a wide range of topics, including planning for retirement, debt consolidation, and more. Two free, 30-minute telephonic consultations are covered per plan year. Unlimited telephonic service is covered at a discounted rate beyond the initial consultations.

For more information regarding the EAP benefit or to make an appointment, contact Magellan at 1-888-213-5125, 24 hours a day, seven days a week or online at www.MagellanAscend.com.

For details about the EAP benefit, refer to the Magellan information located on the Intranet at <https://mymc.maricopa.gov/1149/Employee-Assistance-Program-EAP>.