

# Enhanced EAP Program Effective 1/1/2024

We are pleased to announce our new Employee Assistance Program (EAP), provided by Magellan Healthcare. This convenient, confidential, and free program offers services to help you and your household members resolve daily challenges and manage more complex issues.

## Explore services:

- **Counseling** – Help for challenges such as anxiety, grief, depression, relationships and more. Meet with a counselor in-person, by text message, live chat, phone, or video.
- **Lifestyle Coaching** – Set, define and reach your goals with the help of a coach. Receive individualized support to handle work stress, parenting, weight loss and more.
- **Digital emotional wellbeing program** – Interactive activities and education for overall wellbeing. Get help with anxiety, resilience, grief, stress, depression, chronic pain, pregnancy, aging and more.
- **Work-Life web services** – Find resources for childcare, elder care, discounts and more.
- **Work-Life services** – Save time and money with specialists who research service providers in many areas including childcare, adult care, education, home improvement and more.
- **Financial wellness, Legal services, and Identity theft resolution** – Access to free consultations and resources.
- **Member website** – Find more information on all the services available.
  - Use the Provider Search to find care in your area.
  - See the latest news on trending topics like building resiliency or managing finances.
  - Explore the Discount Center.
  - Browse the Learning Center to find articles, webinar recordings, videos and self-assessments on a wide range of topics including anxiety, childcare, depression, elder care, parenting, relationships, stress management, substance misuse, work-life balance and so much more.

## Key features

- You do not need to enroll. The EAP is available to you and your household members at no cost.
- Services are completely confidential and provided by a third party.
- You can call anytime **24/7/365**, and the EAP will help get you on the right path to meet your needs.

## How to get started

- Getting the help you need, when you need it, can result in you leading a happier, more productive life.
  - Give your program a call at **1.800.269.6014** and get connected with the right resource or professional.
- Learn more about all the services available at <http://Member.MagellanHealthcare.com>.
  - To browse your benefits, click the 'Find My Company | Log In' button on the top right of your screen. Next, type your Company Name, review, and agree with the Terms of Use and click "Go."
  - To create an account (if you have not previously created one), click the "Find My Company | Log In" button on the top right of your screen. Next, click the "Log In" tab and text for "Don't have an account? Sign up" to complete your profile using your personal or work email address.

# Your life's journey—made easier

No matter where you are on your journey, there are times when a little help can go a long way toward achieving your goals. From checking off daily tasks to working on more complex issues, your program offers a variety of services, resources and tools to help make your life a little easier.

## Key Features

- Provided at no cost to you and your household members
- Includes up to 5 counseling sessions
- Completely confidential service provided by a third party

## Counseling

Access a nationwide network of licensed counselors for support with challenges such as stress, anxiety, grief, substance misuse, relationships, parenting and more. Counseling is confidential and available in-person, by text message, live chat, phone or video conference.

## Lifestyle Coaching

Define and reach your goals with the support of a coach. Coaches can help with personal improvement, healthy eating, weight loss and more. Meet with a coach by phone or video for up to six individual, confidential sessions per year.

## Digital Emotional Wellbeing Program

A proven program for life, mind and body that can help with anxiety, resilience, grief, stress, depression, chronic pain, pregnancy, aging and more. Complete activities to earn points, see your progress and sync to other trackers.

## Financial Wellness, Legal Services and Identity Theft Resolution

Meet with experts that can help you take control of your finances, resolve legal issues such as estate planning and family law, restore credit; research specific topics and/or print your own state-specific legal forms.

## LifeMart® Discount Center

Life is expensive. With LifeMart, access hundreds of deals on nationally recognized brand-name products and services, all in one convenient location. Find discounts on consumer goods, travel, child and elder care, fitness centers, movie tickets and more.

## Work-Life Services

Save time and money on life's most important needs. Specialists provide expert guidance and personalized referrals to service providers including childcare, adult care, education, home improvement, consumer information, emergency preparedness and more.

## Member Website

Learn more about the services and resources available through your program. The member website makes it easy for you to explore services, find providers, learn more about emotional health and wellness topics, see what mobile apps are available and more.

**Get started today! Call your Employee Assistance Program at 1-800-269-6014 (TTY 711) to be connected with the right resource or professional or visit [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com) to browse all of the services available.**

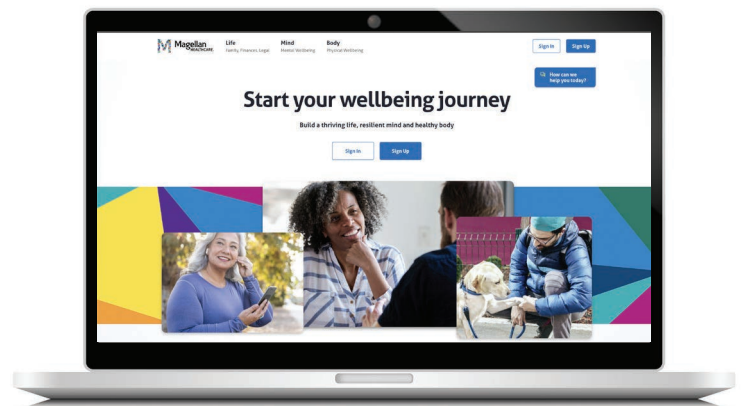
# Member website

## Take an active role in managing your wellbeing

Navigating the ups and downs of life can be challenging. On your program's member website, you have access to the latest technology, industry-leading and clinically-validated services, tools and resources, and a personalized, guided experience to advance the quality of your life.

### Key features

- ✓ **Personalized experience**—When you log in for the first time, you will answer a few onboarding questions about how you're doing. This information is confidential and used to create your personalized experience.
- ✓ **Find care**—Enhanced matching and quick-find capabilities will help you find the right provider for your needs.
- ✓ **Categories for Life, Mind and Body**—You can peruse the site to find information and benefits for a variety of needs including family, finances, legal, and mental and physical wellbeing.
- ✓ **Live chat**—Direct support when and where you need it.
- ✓ **Robust resources**—Clinically validated articles, videos, self-assessments and webinars on a wide range of topics from anxiety to zones of productivity.
- ✓ **Benefits Guide**—Quickly and easily explore all services available through your program on one page.



### Sign up for your account

1. Click the blue box to "Sign Up."
2. Start typing the name of your organization. Select it from the dropdown list and click the blue box to "Continue."
3. Click the blue box to "Set up your account."
4. Complete the required fields and follow the four steps to create your account.



**Ready to get started?** Scan the QR code to visit the member website, [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com). Call 1-800-269-6014 (TTY 711) to speak with a Customer Experience Associate today. Your Employee Assistance Program is confidential and available 24/7/365 to you and your household members.



# Digital emotional wellbeing

Take control of your whole health—life, mind and body.

The Digital Emotional Wellbeing program, powered by NeuroFlow, helps strengthen your mind-body connection. Available via the mobile app and your member website, this program provides activities and education for overall wellbeing.

## Key features:

- Complete activities such as breathing exercises, meditation or journaling.
- Track mood, sleep, stress and pain.
- Connect to virtual therapy and in-person counselors.\*
- Sync with other trackers like Fitbit, Garmin and MyFitnessPal through Apple Health or Google Fit.

## Learn how to cope with and manage the effects of:

- Anxiety and stress
- Attention-Deficit Hyperactivity Disorder
- Chronic pain
- Depression
- Grief and loss
- Sleeplessness
- Substance use disorders

Within the Digital Emotional Wellbeing Program, access enhanced versions of Magellan's award-winning digital cognitive behavioral therapy (DCBT) modules and journeys.



**RESTORE** -  
for insomnia



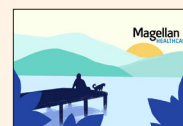
**ComfortAble®** -  
for chronic pain



**SHADE** -  
for substance use  
disorder



**FearFighter®** -  
for anxiety, panic  
and phobia



**MoodCalmer** -  
for depression



Visit your Employee Assistance Program member website at [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com) or scan the QR code to get started.

*\*Eligibility based on your specific program benefits.*

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# Virtual therapy

Mental health affects every aspect of our lives. In the workplace, where stress and deadlines can take a toll, it's especially important to pay attention to your wellbeing.

## What is virtual therapy?

Through your program, you can access confidential virtual therapy, provided by BetterHelp, at no cost to you. Virtual therapy, also known as counseling, is available for the entire family—individuals, couples and teens (with parental consent and in accordance with applicable law and clinical appropriateness). You can benefit from up to 5 pre-paid counseling sessions per issue, per year.

You can choose between four modalities when connecting with your therapist: text, real-time chat, phone or live video sessions. You can also toggle between modalities while in therapy. For example, you can choose to chat with a therapist online one week and the following week schedule a video session. Register online or by phone to get started.

## Online registration

1. Go to [BetterHelp.com/Magellan](https://BetterHelp.com/Magellan) and click on "Get Started." Enter your first name, last name, email address and company name, then click "Submit."
2. Once you click "Submit," you will be asked to complete a questionnaire. BetterHelp will match you with a therapist based on your preferences and needs. You can start communicating with your therapist by the modality of your choice, typically within 24 hours.

## Phone registration

1. Contact your program. A Customer Experience Associate will ask you questions to understand your unique situation and, if appropriate, refer you to BetterHelp.
2. Once you are referred to BetterHelp you will receive an email with the subject line, "Here is your online counseling invite from Magellan Healthcare." Within the email, click the hyperlinked text that reads "CLICK HERE TO GET STARTED."
3. When you click the link, you will be asked to complete a questionnaire. BetterHelp will match you to a therapist based on your preferences and needs. You can start communicating with your therapist by the modality of your choice, typically within 24 hours.



Scan the QR code to get started or visit your Employee Assistance Program member website at [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com).





# Lifestyle coaching

Lifestyle coaches are certified to provide confidential and unbiased support, resources and accountability to help you achieve your goals.

## How does lifestyle coaching work?

You define the changes you want to make, whether personal or professional. Your coach helps you clarify your goals, identify obstacles that hold you back, and develop action-based solutions to achieve your goals.

Lifestyle coaching is short-term and the duration varies by individual. You can benefit from up to six sessions per year. Coaching is separate from counseling and your counseling session limits do not apply. You meet with the same coach by phone or video for up to 45 minutes each session. Your coach serves as a guide, supporter and even cheerleader as you set goals during the first session and make further progress in subsequent sessions.

## Is lifestyle coaching the right fit for me?

Ask yourself these questions ..... Do you want to make a positive ..... Are you willing to put in the work  
change in your life? to make that change?

If the answer is yes to both, you are likely a great fit for lifestyle coaching.

## Coaching can assist with a variety of topics



Career or work performance



Not getting enough sleep



Personal improvement



Relationship concerns



Maintaining a healthy weight



Navigating life changes

## Get started today

Coaching is confidential and available to you and your household members at no cost. Call your Employee Assistance Program at 1-800-269-6014 (TTY 711) or visit [Member.MagellanHealthcare.com](http://Member.MagellanHealthcare.com) to get started.



# Financial wellbeing

The Financial wellbeing program provides you with a Money Coach and other resources to help you manage your money effectively. You can be confident about your finances when you make a budget, avoid or reduce debt, buy a home, grow your family, save for retirement and more.

## ☑ Meet with a Money Coach

- You are eligible for three 30-minute telephone consultations per topic per year.
- Money Coaches have an average of 22 years of relevant professional experience and several certifications.
- Coaches do not sell products. They provide confidential, unbiased guidance to help you get into good financial shape.
- The goal is to teach you new habits to resolve your financial challenges and achieve your goals.
- Support is available for debt and credit, spending and saving, college and student loans, home buying and estate planning, getting married and growing your family, saving for retirement, and more.

## ☑ Take action

- Call your program and schedule a meeting for yourself or with your spouse or partner. Money Coaches are available Monday to Friday from 9:00 am – 11:00 pm ET.
- Visit the financial wellbeing program section on your member website. You can take an assessment and learn how money affects your health and wealth. You can also access premium financial content such as events, videos, articles and calculators.

The Financial wellbeing program is confidential. Your information is not sold or shared with a third party.

Call your Employee Assistance Program at 1-800-269-6014 (TTY 711) or visit [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com) to get started.



# Identity theft resolution

Whether it is the unauthorized or attempted use of your credit cards or bank accounts or the misuse of your personal information, identity theft can lead to serious financial and legal problems.

The Identity Theft Resolution service provides education on how to prevent identity theft and guidance to help to restore your credit if you have an issue.

You and your household members receive one free 60-minute telephone consultation with a Fraud Resolution Specialist™ (FRS) per issue, per year. The FRS will answer your questions and give you the direction and tools you need to start resolving the fraud issues. You also have the option to purchase resolution services on a self-pay basis and have the company work under power of attorney until all issues are resolved.

## Your program is here to help

The FRS will provide you with an ID Theft Emergency Response Kit and assist with:

- ☑ Completing and submitting a Uniform ID Theft Affidavit to the proper authorities, Credit Reporting Agencies and creditors
- ☑ Providing fraudulent account forms or letters to itemize each fraudulent occurrence
- ☑ Obtaining a free copy of your credit report
- ☑ Reporting fraudulent activity and notifying local and Federal authorities and creditor fraud departments
- ☑ Placing a fraud alert and/or credit freeze (if allowed by State law) on your credit file

## Think you've been a victim of ID theft?

If you or any of your household members suspect that you have experienced identity theft, call your Employee Assistance Program at 1-800-269-6014 (TTY 711) or visit [Member.MagellanHealthcare.com](http://Member.MagellanHealthcare.com) to get started.





# Work-Life Services

From treasured moments to major milestones to tricky transitions, Work-Life Services helps you live life smarter and gives you insight and inspiration for the journey. Specialists are at the ready to provide you with expert guidance, information and personalized referrals to service providers in your area.

✓ **Adult Care & Aging**

- Care options and living arrangements
- Senior services
- Grief and bereavement
- Community programs

✓ **Child Care & Parenting**

- Parenting infants
- Managing work and family
- Child care
- Child health and safety

✓ **Daily Living**

- Home improvement
- Emergency preparedness
- Cleaning services
- Travel and entertainment

✓ **Education**

- Financial aid and scholarships
- Continuing education
- Tutoring
- Gifted and talented children

✓ **Moving**

- Referrals to movers and real estate services
- Neighborhood profiles
- Houses of worship
- Recent home sales

✓ **Pet Ownership**

- Local veterinarians
- Pet sitters and walkers
- Pet supplies and insurance
- Pet-friendly locations and activities

✓ **Pregnancy & Adoption**

- Prenatal care
- Labor and delivery
- Formula feeding
- Parenting adopted children

✓ **Relationships**

- Wedding planning
- Marriage laws and licenses
- Healthy marriage tips
- Separation and divorce support

✓ **Special Needs**

- Doctor visit preparation
- Respite care
- Treatment
- Emotional support

Call your Employee Assistance Program at 1-800-269-6014 (TTY 711) or visit [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com) to get started.



# Bank big savings on major brands and everyday needs with LifeMart®!

Life is expensive. Fortunately, you have access to LifeMart, an online discount center and mobile app. LifeMart makes everyday life a little more affordable—and a lot more fun—with both national and local discounts from brands you know and love. Whether you're planning a major purchase like a car, home or vacation, or just want to save on day-to-day essentials, LifeMart is your lifeline.

## Access real savings on real life needs

- Car buying and services
- Child and elder care
- Clothing, flowers and gifts
- Financial and legal products
- Fitness centers and nutrition plans
- Furniture, appliances and electronics
- Theme park and movie tickets
- Travel, hotels and car rentals

## Why spend more when you don't have to?

Make shopping LifeMart a regular part of your money-saving routine and save on the items you want most! With the LifeMart app, you can access discounts anywhere, anytime.

Contact your Employee Assistance Program at 1-800-269-6014 (TTY 711) or visit [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com) to get started.

# Legal services

Balancing the needs of your private life with your professional responsibilities is not always easy, and it can be particularly difficult when legal issues arise. Your program provides legal services that help you deal with a wide range of legal concerns.

## Legal consultation

Receive one free 60-minute consultation per issue, per year on the phone or in-person with an attorney\* who will listen to you and help you determine how to resolve the legal issue.

Members receive a preferential discount for services beyond 60 minutes.

### **Estate planning:** 25% discount on the hourly fee

- Wills
- Trusts
- Power of attorney

### **Family law:** 35% discount on the hourly fee

- Divorce
- Juvenile court proceedings

### **Standard legal services:** 25% discount on the hourly fee

- Civil and consumer rights
- Personal property
- Taxes and audits

*\*Legal advice on employment matters is excluded.*

## Document preparation discounts

- Single Will Package: \$99.00
- Couples Will Package: \$179.00
- Minor's or Special Needs Trust: \$249.00
- Individual Estate Protection: \$649.00
- Protection of Couples' Estate: \$999.00

## Online tools and resources

- Self-serve access to instantly create state-specific forms
- Legal library with educational content, definitions and articles on a wide range of legal topics

## How to get started

Call your Employee Assistance Program at 1-800-269-6014 (TTY 711) or visit [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com) to get started.