We're here for you!



Life can be complicated. With MHN, getting help is easy. Remember, the best time to seek help is before a problem turns critical.

Call toll-free 24 hours a day, seven days a week:
1-800-227-1060

TTY users call 711.

Or visit us at:
members.mhn.com

Register with the company code:
wise

You are entitled to: up to 3 face-to-face sessions or telephonic or web-video consultations for problem-solving support per incident, per calendar year.

Separate limits apply for work-life consultations.

MHN can help you and your family with personal and work-related issues, including:

- Concerns about alcohol or drug use
- Stress, anxiety, changes in mood, and sadness
- Grief and loss
- Problems at work or home
- Health and wellness
- Daily living
- Financial and legal issues
- Identity theft

MHN
A Health Net Company℠

Your privacy

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

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 su idioma!

Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

我們說您的語言！

您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫療服務提供者進行交流，該翻譯人員可以與您一道參加約診，該服務爲免費提供。

Appeals and grievances

If you have a complaint or dispute about MHN's services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online at www.mhn.com, or submit a complaint in writing to:

MHN Appeals and Grievances
PO Box 10697
San Rafael, CA 94912

Within five business days of receiving your complaint, we will let you know (in writing) that we have received your complaint, and we will submit it for resolution to the appropriate department.

Evidence of Coverage and Disclosure

To see a detailed description of your EAP benefits, please review your *Employee Assistance Program Combined Evidence of Coverage and Disclosure Form* (EOC), available through your benefits department. You may also contact MHN at the number in this brochure for a copy of the EOC (California members only). Please note that, in the event of discrepancies between member materials and EOC documents, the terms of the EOC will prevail.

MHN is a licensed California specialized health care service plan. The California Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against MHN, you should first call MHN at the number in this brochure, and use MHN's grievance process, as described above, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

You may call the Department if you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by MHN, or a grievance that has remained unresolved for more than 30 days, (unless the member is notified within those 30 days that additional time is required and the reason for the delay is documented). You may also be eligible for an Independent Medical Review (IMR). If so, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services. The Department has a toll-free telephone number (1-888-466-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's website (www.hmohelp.ca.gov) has grievance forms, IMR application forms and instructions.

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Your Employee Assistance Program



MHN
A Health Net Company℠



Welcome to MHN

Your Employee Assistance Program – or EAP – is here to help you with emotional, family and other personal problems; offer guidance on financial and legal issues; support healthy choices; and much more. There is no charge to you for covered services.

Your EAP services

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). See *My Benefits* on our website for a list of your rights and responsibilities as a member.

Getting help

Just call the number in this brochure. We are available 24 hours a day, seven days a week. A customer service representative will ask a few questions and connect you with the right EAP solution for you.

Problem-solving support

Call us for help with life's ups and downs. We'll connect or refer you to a professional who can help with:

- Marriage, family and relationship issues.
- Problems in the workplace.
- Stress, anxiety, changes in mood, and sadness.
- Grief, loss or responses to traumatic events.
- Concerns about use of alcohol or drugs.

When you call, you can make an appointment that works for you:

- **Face to face** – 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.
- **Phone or web-video** – Easily accessed support provided by a network provider or MHN consultant.

See the inside flap of this brochure for the number of appointments your plan includes. Remember that EAP services are not medical care or mental health treatment of any kind. If, in the course of a consultation, clinical problems are suspected, including drug or alcohol problems, we will offer a referral to appropriate medical or mental health services.

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, and 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 services** – 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. If there is a potential of ID theft, we'll connect you to an identity recovery specialist.

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

- **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 or guarantee delivery of vendors' services.)

Our member website can also help with:

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

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.

MHN A Health Net Company℠ For more information about your EAP or to schedule an appointment, please call:

1-800-227-1060
TTY users call 711.

Or visit: members.mhn.com
Company code: wise

In an emergency, please call 911.