



Andre Hamil  
We help our MHN  
members get the  
support they need.

# Your Employee Assistance Program

## *How can we help?*

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.

## *Problem-solving support*

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.

- **Phone or web-video consultations** – Easy-access support provided by a network provider or MHN consultant.

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! 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.
- **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



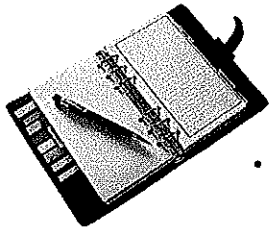
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- **Legal services** – Talk to a lawyer over the phone or face to face about:

- Civil, consumer and criminal law (matters involving disputes or actions between members and their employer, or MHN, are excluded)
- Personal and family law, including adoption, divorce and custody issues
- Financial, tax or business matters
- 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.)

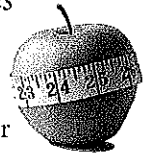


**Our member website can help with:**

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

*Health and wellness resources*

Take charge of your well-being! Living well isn't always easy, but it's worth the effort. MHN's member website has tools and information that can help.



Just log in with your company code, and you can:

- Assess your health and get tips for living better.
- Make a change with self-help programs for stress, healthy eating, fitness, and tobacco cessation.
- Take advantage of interactive e-learning programs.
- Find articles and videos about emotional health, physical health and making healthy choices.

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*).

*Your privacy*

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

*Need help?*

**Call toll-free, 24 hours a day, seven days a week: 1-800-535-4985**

TTY/TDD users should call 1-800-327-0801.

**Or visit us at: [members.mhn.com](http://members.mhn.com)**

**and register with the company code: busd**

You are entitled to 8 face-to-face sessions or telephonic or web-video consultations per incident, per calendar year.

**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 mismo idioma!

Quando 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，該服務為免費提供。