

FAQs about Maricopa's New Integrated EAP Program

The following are frequently asked questions about the new integrated Employee Assistance Program (EAP) for Maricopa County employees and their dependents, starting July 1, 2007.

What is an Employee Assistance Program?

The EAP offered through Magellan Health Services (Magellan) is an employer-paid benefit that provides short-term counseling for both personal and work-related issues for you and your dependents regardless of whether you and/or your dependents are benefit eligible or waive your medical coverage.

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

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 for legal or financial issues. Your EAP is an enhanced 'fully integrated' service.

What Does 'Fully Integrated' Mean?

Now there's just one toll-free telephone number that you call to access any service. One toll-free number, **1-888-213-5125**, is all you need to get the help, information or consultation you need on issues that are important to you.

When Does This New Program Start?

Starting July 1, 2007, Maricopa County employees and their dependents will have access to a new fully integrated Employee Assistance Program. The new Maricopa County program is being provided by Magellan Health Services, the leader in providing employee assistance program and managed behavioral health care services.

How Much Do EAP Services Cost?

There is no premium charged to you for this benefit and there is no co-payment when you use the EAP.

How Often Can I Use the EAP?

Your EAP benefit provides up to eight individual counseling sessions for you and your dependents per person, per problem, per year. You may use six sessions per year during work yours (with prior approval of and coordination with your supervisor) without using family medical leave (FML) or sick leave, or paid time off (PTO) or vacation time.

Is the EAP Confidential?

Magellan provides the strictest confidentiality possible, as set forth in state and federal statutes, if sufficient need is shown, upon your approval, your counselor may encourage other members of your family to participate. Release of information by the EAP concerning an individual 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).

What Other Services Does My EAP Provide?

Legal Consultation Services

Your EAP provides Legal Consultation Services. When you call you will be referred to an attorney for a prepaid initial in-person consultation or for an immediate telephonic consultation on issues such as estate planning, family and divorce law, civil and criminal matters and more. Ongoing legal services are provided at a discounted rate.

Financial Services

Your EAP offers Financial Services with unlimited free telephonic consultations with a financial counselor on issues such as debt consolidation, planning for retirement, IRS matters and more. Depending on the issue, you may be eligible for a free initial in-person session. Visits or calls are 60 minutes in length.

MagellanHealth.com

Visit the award-winning MagellanHealth.com Web site at www.MagellanHealth.com for information on hundreds of health and wellness topics to help you better understand and cope with your everyday – and not so everyday - concerns. MagellanHealth.com offers screening tools, self-assessments and personalized improvement plans that can help you get the most out of your work and life

Online fitness calculators can help you get healthy and stay healthy. The Medical Information Center available on MagellanHealth.com features a Medical Interaction Database where you can find out about possible drug interactions and side effects. Financial calculators can help you get a handle on your debt, start saving for the future, or calculate how much it will cost to purchase a home or your next car.

Are there Services that Assist Supervisors?

Magellan offers the assistance of its **Workplace Support Unit**, a new tool to Maricopa County supervisors. This unit will answer questions and provide guidance 24 hours a day, seven days a week for supervisors facing challenging issues with employees. The issues could range from how to handle particular behavioral problems with an employee, such as anger management, to what to look for if substance abuse is suspected. Orientation for supervisors on the use of this tool will be provided in the coming months.

How Do I Access Services?

Remember, now there's just one toll-free telephone number that you call to access your EAP or any of the other services listed above. One toll-free number, **1-888-213-5125**, is all you need to get the help, information or consultation you need on issues that are important to you 24 hours a day, seven days a week.