



CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Employee Assistance Program

Start your wellbeing journey today.



Support for your life's journey

No matter where you are on your journey, there are times when a little help can go a long way toward achieving your goals. The Employee Assistance Program (EAP) offers a variety of services and resources to improve your wellbeing.

Key Features

- No cost to you and your eligible family members
- Completely confidential and available 24 hours a day/7 days a week/365 days a year
- Includes virtual therapy and counseling
 - *Virtual therapy:* Six sessions per issue, per year, available to all employees and their eligible family members. These sessions are separate from the counseling sessions.
 - *Counseling:* In-person or telehealth sessions are based on your employment category. See the Eligibility Table for details.* These sessions are separate from the virtual therapy sessions.

Wellbeing Coaching

You can achieve your goals by working with our certified coaches. They help you define goals, stay accountable and sustain your success. Coaches can help with personal improvement, healthy eating, weight management and more. Meet with a coach by phone or video for up to six individual, confidential sessions per year.

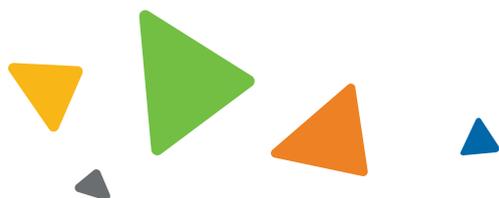
Counseling

Licensed counselors provide support for a variety of challenges. Counseling sessions are conducted in-person and some providers offer telehealth services. If you need help with scheduling, call the EAP at 1-866-EAP-4SOC (1-866-327-4762) TTY 711 and our staff can find the first available in-person appointment. Refer to the Eligibility Table for information on counseling session limits.*

Virtual Therapy, Powered by BetterHelp

Get support with challenges such as stress, anxiety, grief, substance misuse, relationships, parenting and more. Virtual therapy is available for the entire family—individuals, couples and teens (with parental consent) through four modalities: text message, chat, phone or video conference. Access up to six virtual therapy sessions per fiscal year. Virtual therapy sessions are separate from counseling sessions.

*Please visit eap.calhr.ca.gov for the Eligibility Table and exceptions.





Get started

Explore services, find providers, learn more about emotional health and wellbeing topics, access mobile apps and more.

Visit us online at eap.calhr.ca.gov



Scan the QR code to go to the member website. Check out the Benefits Guide to see all the services in one place.

- Find a counselor
- Schedule a coaching session
- Research wellbeing topics

**Call 1-866-EAP-4SOC
(1-866-327-4762) TTY: 711**

Follow the voice prompts to be connected to the right resource.

- Work-Life benefits
- Financial/Legal/Identity Theft services
- Speak to a Customer Experience Associate who will listen and recommend services and next steps

Digital Emotional Wellbeing Program, Powered by NeuroFlow

A proven program for life, mind and body that can help with anxiety, resilience, grief, stress, depression, chronic pain, sleep and more.

Accessible via a mobile app or computer, you can complete activities to earn points, see your progress and sync to other activity trackers.

Financial Wellbeing, Legal Services and Identity Theft Resolution

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

Work-Life Services

Save time and money on life's most important needs. Specialists provide expert guidance and prescreened referrals to service providers for child and elder care, education, home improvement, pet ownership, moving and more.

Discount Center, Powered by LifeMart®

A members-only discount center that makes everyday life a little more affordable. You can access discounts on brand name products and services, travel, child and elder care, fitness centers, movie tickets and more.

Manager Support

Supervisors and managers have access to Manager Support Consultants who can provide confidential consultations, guidance and online resources to help address a variety of workplace issues and concerns.



Eligibility

Active state employees, their lawful spouse or registered domestic partner and unmarried, dependent children are eligible.* Dependent children include natural, adopted or stepchildren who are under the age of 26. Children of any age who are incapable of self-sustaining employment due to a mental or physical disability are also eligible. Dependent children in the military are not eligible.

Please note that when both spouses or registered domestic partners are state employees, both spouses and their registered domestic partners and their family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one counselor are counted as one session.

You will not be eligible for EAP if any one of the following events occurs:

- Your employment with the State of California ends.*
- Services are used in a fraudulent or deceptive manner.
- The contract between the State of California and Magellan ends.

Eligibility Table for Counseling Services

Note: The counseling sessions are for in-person meetings with a counselor. Some counselors may offer a telehealth option to meet by videoconference as part of these sessions. Depending on your employment category, you are eligible for the number of counseling sessions listed in the Eligibility Table.* These counseling sessions are different from the virtual therapy option available through BetterHelp. All employees and their eligible family members receive six virtual therapy sessions, per issue, per year, in addition to the in-person counseling sessions.

*Please visit eap.calhr.ca.gov for the Eligibility Table and exceptions.

Level 1

Employment Category:

- Bargaining Units 5 and 7 employees and all exempt, managerial, supervisory and confidential employees of the California Highway Patrol
- Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06) and confidential employees (C06)
- Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07) and confidential employees (C07) in any other departments
- Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08) and confidential employees (C08), including seasonal and intermittent firefighters

In-person sessions per fiscal year (July 1 – June 30):

- Seven sessions per problem type for employee
- Seven sessions per problem type for spouse or registered domestic partner
- Seven sessions per problem type total for dependent children, not including the employee and spouse or registered domestic partner

Level 2

Employment Category:

- All California Highway Patrol, Department of Forestry and Fire Protection (State Fire Marshal), and Department of Corrections and Rehabilitation employees (unless listed in Level 1 above)

In-person sessions per year (July 1 – June 30):

- Three sessions per problem type total for employee, spouse or registered domestic partner, and dependent children

Level 3

Employment Category:

- All other employees.

In-person sessions per year (July 1 – June 30):

- Three sessions total for employee
- Three sessions total for spouse or registered domestic partner, and dependent children

Start your wellbeing journey today.

Your Employee Assistance Program is here to help you and your eligible dependents with daily challenges and difficult situations. All the support and services are free, completely confidential and available anytime you need it, 24 hours a day, seven days a week, 365 days a year.

Visit us online at eap.calhr.ca.gov



Get the most out of your Employee Assistance Program by reviewing the services in one place.

Scan the QR code to go to the member website.

Give us a call at **1-866-EAP-4SOC**
(1-866-327-4762) TTY: 711

We will listen and connect you with the right resource or professional for your needs.

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

Appeals and Grievances: If you have a complaint or dispute about Magellan services or counselors, call 1-866-EAP-4SOC (1-866-327-4762) TTY 711, submit a complaint online at eap.calhr.ca.gov or send a letter to Comment Coordinator, Magellan Health Services of California, Inc. — Employer Services: P.O. Box 710430, San Diego, CA 92171.

Please call your toll-free number if you have any issues reading this information or if it is unclear. Magellan can also provide accommodations for members with issues communicating via these methods. Llame a nuestro número telefónico gratuito si tiene alguna inquietud al leer esta información o si algo no está claro. Magellan también puede proporcionar adaptaciones para miembros con problemas para comunicarse a través de estos métodos.

In California, services are delivered by Magellan subsidiaries: Magellan Health Services of California, Inc.—Employer Services and Human Affairs International of California.



Employee Assistance Program
eap.calhr.ca.gov
1-866-EAP-4SOC
(1-866-327-4762) TTY 711

Free, confidential support for you and your eligible family members 24/7/365.

Visit eap.calhr.ca.gov to find resources to support your wellbeing.

- Emotional wellbeing
- Family & relationships
- Grief & loss
- Stress & balance
- Workplace support
- Daily life solutions



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Detach and keep a card with your other important cards so it's easy to find. Give the other one to an eligible family member for easy reference.