

# Employee Assistance Program

## Option 1



# MetLife®

### We all need help every now and then

Problems are just a part of everyday life. In addition to the benefits provided under your MetLife Group Insurance coverage, you and your household members now have access to MHN's Employee Assistance Program (EAP) to help with the everyday challenges of life that may affect your health, family life, and desire to excel at work. *(EAP services are provided by MHN, Inc., which is not a subsidiary or affiliate of MetLife.)*

### Telephonic EAP Counseling

You and the members of your household are entitled to up to **3 telephonic counseling sessions per incident, per individual, per calendar year**. Your sessions will be conducted telephonically with a licensed EAP Counselor. Please call 1-800-511-3920 to speak with a counselor or schedule a telephonic appointment.

### Work/Life Services

Telephonic counseling and Web access are available for a variety of work/life related issues including:

**Financial Issues:** Help for budgeting, credit issues and financial planning.

**Child & Elder Care Assistance:** Help for assessing your needs, locating resources and exploring government payment options.

**Pre-Retirement Planning:** Guidance for planning a quality retirement. Does not include tax, investment, or legal advice.

**Identity Theft Recovery Services:** Information on ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized.

**Legal Services:** Consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more.



### Your EAP can help you resolve a broad range of issues including:

- Relationship/Marriage Problems
- Family Issues
- Life Changes
- Legal & Financial Issues
- Stress/Emotional Issues
- Alcohol & Drug Dependency
- Identity Theft
- Health & Wellness Concerns

**Daily Living Services:** Referrals to consultants and businesses that can help with event planning, transportation services, pet services and more (does not cover the cost nor guarantee delivery of services).

**Web Services:** MHN has expanded its Web services to offer you a private, online solution to work, life and health challenges called *MHN Online Member Services*. Log on to [members.mhn.com](http://members.mhn.com) and enter the following company code: **metlifeeap1**

## Answers to Frequently Asked Questions

### Are EAP services confidential?

Yes. MHN abides by state and federal mandates governing confidentiality, and your identity is protected by law.

### When should I seek help?

The right time to seek help for a problem is as early as possible, before the problem becomes critical. EAP services can be accessed through a dedicated toll-free number 24 hours a day, 7 days a week.

### How do I obtain services?

You can call MHN directly at 1-800-511-3920 to arrange for your EAP services. MHN will consider one of your counseling sessions used if you fail to cancel an appointment at least 24 hours in advance, unless the appointment is missed because of an emergency or circumstances beyond your control.

### Will I have to pay for services?

No! Your employer pays for EAP services. There are no co-payments, co-insurance, or deductible payments, and you will not be liable to an MHN counselor for any fees covered by your EAP under any circumstances. If you decide you want services not included in the EAP program offered by your employer, you will have to arrange and pay for them separately.

### Do I have rights under the Consolidated Omnibus Budget Reconciliation Act ("COBRA")?

For information about COBRA rights, contact your Human Resources Department.

### Does MHN's EAP have any limitations?

MHN's EAP services **do not** provide:

- Inpatient or outpatient treatment for any medically treated illness
- Prescription drugs
- Treatment or services for mental retardation or autism
- Counseling services beyond the number of sessions covered
- Services by counselors who are not MHN providers
- Counseling required by law or a court, or paid for by Workers' Compensation, or
- Formal psychological evaluations and fitness-for-duty opinions

Services are provided by MHN, one of the nation's premier providers of EAP services, with a national network of more than 45,000 practitioners. MHN's staff provides immediate crisis resolution, information, and referrals to appropriate counseling and support services. Licensed staff clinicians with crisis intervention expertise, including bilingual Spanish-/English-speaking staff, are available to handle emergency or urgent need cases.

**We're here to lend a hand:  
1-800-511-3920**

**TDD callers can call 1-800-327-0801**

Some restrictions may apply to all of the above-mentioned services. Please contact MHN for details.

MHN is not an affiliate or subsidiary of MetLife. Information disclosed directly to MHN is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.

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0906-1963  
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