

Employee Assistance Program

Option 3



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 Disability 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.)*

Face-to-Face and Telephonic EAP Counseling

You and the members of your household are entitled to up to **5 counseling sessions per incident, per individual, per calendar year**. Your sessions may be conducted via telephone or in an EAP Counselor's private office—the choice is yours. Call 1-800-511-3920.

Work/Life Services

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

Legal Concerns: Advice for family law, consumer issues, landlord/tenant disputes, personal injury, contracts, and criminal matters.

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.

Employer Consultation Services: MHN coaches your employer about ways to help you cope with daily challenges.

Web Service: 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 www.members.MHN.com and enter the following access code: **metlife3**.



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

- Relationship/Marriage Problems
- Family Issues
- Life Changes
- Stress/Emotional Issues
- Alcohol & Drug Dependency
- Many Other Problems Affecting You or Your Family

1-800-511-3920

Answers to Frequently Asked Questions

Are EAP services confidential?

MHN abides by state and federal mandates governing confidentiality. Any information you reveal will be held in confidence and your identity will be equally protected according to the limits of the 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?

MHN provides a wide range of EAP and related services that range from counseling for emotional problems to assistance for financial planning, child and elder care services, and much more. 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 to pay for them separately.

Do I have rights under The Consolidated Omnibus Budget Reconciliation Act (“COBRA”)?

For information about COBRA rights, contact Managed Health Network at (800) 977-1256.

Does MHN’s EAP have any limitations?

You and your eligible family members may be entitled to receive a specified number of counseling sessions each year. (*See the other side for details on your plan option.*) However, there are some limitations and exclusions. 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.

MetLife®

Metropolitan Life Insurance Company
200 Park Avenue, New York, NY 10166
www.metlife.com