

**HUMAN RESOURCES MEMORANDUM 15-012**

DATE ISSUED:

07/08/2015

SUBJECT:

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

REFERENCE:

PML 2015-019

TO:

Personnel Officers, Labor Relations Officers, Employee Assistance Program Coordinators, Personnel Transactions Supervisors, Personnel Liaisons, Attendance Clerks, DGS Managers and Supervisors

SUPERCEDES:

None

**PLEASE ENSURE THAT THIS INFORMATION IS SHARED WITH YOUR EMPLOYEES**

**Purpose**

The purpose of this Human Resources (HR) Memorandum is to provide information regarding the services offered by the Employee Assistance Program (EAP).

**Services Offered by EAP**

Effective July 1, 2015, Magellan Healthcare will be the new Employee Assistance Program (EAP) vendor for the State of California.

The EAP services and EAP phone number will remain the same. The toll-free telephone number is (866) EAP-4SOC or (866) 327-4762. The new TTY contact number will be (800) 424-6117 and, beginning July 1, 2015, the website address will be [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov). For three months, the current website will display a message redirecting visitors to the new website.

Beginning July 1, 2015, members will need to contact Magellan Healthcare for all new EAP authorizations and referrals. However, the current vendor, Managed Health Network, will honor any sessions that are authorized prior to July 1, 2015, through July 31, 2015. If the member intends to use previously authorized sessions after July 31, 2015, they should contact Magellan Healthcare for a new authorization.

While many of the current EAP providers serve Magellan Healthcare clients, there may be instances where members will need to change to a Magellan Healthcare provider. Members should contact their current provider to determine if the provider is part of Magellan Healthcare's network. If the provider is not currently part of Magellan Healthcare's network, but would like to be, the provider may [send an email request](#) to Magellan Healthcare. The provider should request an application, indicating they are currently providing services to State of California employees.

If any member is using telephonic or web-video sessions with the current vendor, those sessions will end June 30, 2015.

Departments will continue to call the toll-free number for management referrals, Critical Incident Stress Debriefings, or specialized trainings. Members may access services by calling the toll-free number or by registering online.

New EAP materials, including brochures, supervisor handbooks, wallet cards, and posters will be shipped out to departments by the end of June.

**Distribution Requirements**

Departments must provide the attached notice to all existing employees no later than July 15, 2015. The notice may be distributed to employees electronically, or the department may deliver printed copies of the notice to employees. For electronic distribution, employees must use a computer as part of their daily, normal job function or have consented to electronic delivery in a manner that demonstrates that they can effectively receive the notice via electronic delivery.

Departments must provide all new employees with the current EAP brochure within 30 days of the start of their employment. The brochure may be included with new hire packets, health enrollment materials, or other existing communications.

**Questions**

If you have any questions related to this HR Memo, please email the departmental EAP coordinator, Jennifer Gothier, or call (916) 376-5435.

**ANGIE BOLDRINI**, Personnel Officer  
Office of Human Resources

AB:CY

July 2015

As of July 1, 2015, the State of California Employee Assistance Program (EAP) services will be provided by Magellan Healthcare. The EAP services and EAP phone number will remain the same. The toll-free telephone number is (866) EAP-4SOC/(866) 327-4762. Beginning July 1, 2015, the new TTY contact number will be (800) 424-6117 and the website address will be [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov).

Here are common questions that you may have during this transition:

**Q. What should I do if I am currently using EAP sessions?**

A. If you are using EAP sessions with a Managed Health Network (MHN) provider that were authorized by MHN prior to June 30, 2015, MHN has agreed to honor those sessions through July 31, 2015. Members are encouraged to complete all of their authorized sessions with MHN providers by July 31, 2015, or contact Magellan for authorization for a new set of sessions with a Magellan provider.

Members can call or go online to register for a new set of sessions with a Magellan provider on or after July 1, 2015.

**Q. Is there any way for employees to contact Magellan to find out if their provider is part of Magellan's network?**

A. Yes. Starting on June 22, 2015, members can go online at [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov) and search for a provider to confirm that their current provider is in the Magellan network.

**Q. What if my provider is not in the Magellan network?**

A. With over 4,700 providers in California, Magellan can help you find a new provider for your face-to-face sessions.

**Q. What if I am using telephonic or web-video session with an MHN provider?**

A. Those sessions will end June 30, 2015.

View the [Magellan Combined Evidence of Coverage and Disclosure Form](#).