



# Your Employee Assistance Program

## *How can we help?*

Life can be complicated. With MHN, getting help is easy.

Your EAP is here to help with life's many challenges. MHN provides the following services, paid for by your employer.

## *How do I get help?*

Call us for help with life's ups and downs. We're here 24/7 to connect or refer you to a professional who can help with:

- Marriage, family and relationship issues.
- Problems in the workplace.
- Stress, anxiety and sadness.
- Grief, loss or responses to traumatic events.
- Concerns about your use of alcohol or drugs.

When you call, you can make an appointment that works for you:

- **Face-to-face sessions** – Meet with a provider from our network (for example, a counselor, marriage and family therapist, or psychologist) in his or her office. We can provide a referral when you call us. You can also search for a provider on our member website.

- **Phone or web-video consultations** – Easily accessed support provided by a network provider or MHN consultant.

## *Work and life services*

Our experts can help you balance your work with your life!<sup>1</sup> Call us for:

- **Childcare and eldercare assistance** – We'll find out what kind of help you need caring for children or elders in your life. Then we'll give you names and numbers of providers in your area with confirmed openings.
- **Financial services** – Talk to an advisor over the phone about:
  - Budgeting
  - Credit and financial questions (investment advice, loans and bill payments not included)
  - Retirement planning
- **Legal services** – Talk to a lawyer over the phone or face to face about:
  - Civil, consumer and criminal law
  - Personal and family law, including adoption, divorce and custody issues

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<sup>1</sup>Please contact us for details, including limitations and exclusions.

- Financial or tax matters. (Business matters are excluded. Also excluded are any disputes or actions between members and their employer, business partners, MHN, Health Net, or their affiliates.)
- Real estate
- Estate planning

- **Identity theft recovery services** – Speak with a certified consumer credit counselor who can learn more about your situation and help you create a plan. If there is a potential of ID theft, we'll connect you to an identity recovery specialist.



- **Daily living services** – Need help with errands? Planning an event or a vacation? We'll track down businesses and consultants for you. (MHN does not cover the cost nor guarantee delivery of vendors' services.)

#### *Our member website can help with:*

- Childcare and eldercare directories.
- Tips, tools and calculators to help you with finances, legal issues and retirement planning.

#### *Health and wellness resources*

Take charge of your well-being! MHN can help. Just register on our member website to:

- Assess your health and get tips for living better.
- Track progress toward your wellness goals.
- Take advantage of interactive e-learning programs.
- Find articles and videos about health topics.

Call your EAP number to learn more about our wellness coaching services – personalized support to help you set and reach your wellness goals.

This is just a summary. For details about services and eligibility, please contact MHN or your employer, or check your plan documents (such as an Evidence of Coverage booklet or Summary Plan Description).

#### *Your privacy*

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

#### *Need help?*

Call toll-free, 24 hours a day, seven days a week: 1-800-722-EASE

TTY users call 711.

Or visit us at: [mhn.advantageengagement.com](http://mhn.advantageengagement.com) and register with the company code: EASE

You are entitled to 6 face-to-face sessions or telephonic or web-video consultations for problem-solving support per incident, per policy year.

Separate limits apply for work-life consultations.

#### **We speak your language!**

When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

#### **¡Hablamos su mismo idioma!**

Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

#### **我們說您的語言**

您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫療服務提供者進行交流，該翻譯人員可以與您一道參加約診，該服務為免費提供。

# San Diego and Imperial County Schools Risk Management Joint Powers Authority

## Welcomes you to the EASE MHN Employee Assistance Program offered by your District through the JPA's Workers' Comp Program



<https://www.brainshark.com/bbandt/vu?pi=zlhzNPnTPzlgynz0>

**Scan the QR Code right from your mobile device to watch the Brainshark video or type the link into your internet browser.**

### How to use the QR Code

- 1. Download a free QR Code mobile app or;**
- 2. Hold your mobile device camera directly over the QR Code so that it is visible on your screen**
- 3. Your device should automatically scan the code**
- 4. The video may take a few seconds to load**
- 5. Watch the video**





# Childcare *and* Eldercare *Services*

Finding the right care for your child or aging loved one can be a challenge. MHN can help.

Our member website is a great first step. Our online library offers tips on returning to work after a new baby and articles to help you understand your aging parents' needs. Our resource directories let you search for childcare and eldercare by location and care setting.

For personalized guidance, call our toll-free line and ask to speak to a childcare or eldercare expert. In addition to a bachelor's- or master's-level degree, our consultants have at least three years' experience in related fields. They'll ask the right questions to understand your unique situation and needs.

Our childcare experts will give you referrals for childcare providers in your area with confirmed openings. They can also help you:

- Understand your care options (and their cost and structure).
- Consider your child's developmental needs when choosing care.
- Learn to evaluate the quality of settings and providers.
- Assess the care of your child once you've made a decision.
- Identify resources to help you with adoption, explore educational options and address your child's special needs.

Our eldercare experts can help you:

- Evaluate your loved one's living arrangements, health care, legal rights, and financial concerns.
- Identify public and private resources, such as skilled nursing, assisted living, home health care agencies, and adult day care providers.
- Learn to evaluate the quality of eldercare settings and providers.



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- Obtain referrals for eldercare providers in your area with confirmed openings.
- Monitor and assess the care of your loved one as needs change.

You don't have to do it all alone! Let us help you find the care you need for your loved ones.

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TTY users call 711.

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# Coping *with a* Traumatic Event

After a crisis, it's normal to experience temporary changes in your thoughts, emotions, behaviors, and body. Being in tune with these changes – and not trying to rush or deny them – can help you heal.

## *It's not uncommon to have these reactions:*

- Avoiding situations or conversations that might remind you of the traumatic event
- A sense that life is out of balance
- Feeling numb or not believing the event happened
- A sense of re-living the event
- Feeling jumpy or sensitive to noise
- Wanting to be alone or not wanting to be alone at all
- Sadness
- Trouble sleeping, nightmares or wanting to sleep for a long time
- Feeling very hungry or not hungry at all
- Anger
- Irritability
- Finding it hard to focus or make decisions
- Forgetting things
- Aches, pains or feeling like you have the flu
- Feeling guilty that others have suffered more than you

- Wanting to use more alcohol or drugs
- Feeling like you're out of control
- Self-doubt

These reactions usually do not last for very long and can vary widely from one day to the next. If you have been busy getting your life back in order after the crisis, your reactions may be delayed until you slow down.

## *Self-help tips*

- Don't push thoughts and memories of the event away. It usually helps to talk about them with someone you trust.
- Plan extra time to do usual tasks. It may be harder to focus.
- Limit how much alcohol you drink and don't use drugs. (While alcohol and drugs may make you feel better in the short-term, they can interfere with your body's ability to heal.)
- Get more sleep or rest when you need it.
- Eat a healthy diet and don't skip meals or eat more than usual.

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- Avoid making big changes or starting new projects until you feel better.
  - Stay in your usual routine as much as possible.
  - Practice different ways to relax, such as slow breathing, guided imagery or meditation.
  - Do something that you enjoy. For example, get a massage, play with your pet or spend some time in your garden.
  - Avoid the news or violent movies or TV shows, especially at bedtime, until you feel better.
  - “Face down” your anxiety and fears by returning to normal activities as soon as possible.
  - Consider seeing an EAP counselor or a qualified mental health provider.
- If you see any major changes in yourself that last longer than you are comfortable with.
  - If you suddenly feel aches and pains or an illness feels worse. (Check with your doctor. Aches and pains or an illness can really be due to an emotional cause.)
  - When you are having problems sleeping.
  - If you feel sad, irritable or anxious on an ongoing basis.
  - If substance use occurs.

Remember – If you have thoughts of hurting yourself or others, call your EAP or call 911.

### *When to ask for help*

- If your symptoms don't show some or great improvement within a few weeks.
- When you or your family have any questions about what you are feeling.

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**and register with the company**

**code: EASE**

# Coping *with* Violence

After a violent incident, you may feel shaken and unsure of what to do next. Even if you and your loved ones are safe, you may feel sad and overwhelmed at the losses that others have suffered.

You may also be struggling to understand why violence occurs, and how you and your loved ones can feel safe in a world that sometimes seems dangerous and unpredictable. If you're feeling overwhelmed, these tips may help.

- **Keep a balanced outlook.** After a traumatic event, it's easy to lose some faith in human nature. But you can often spot acts of compassion, heroism and kindness in a crisis. Look for the people who risk their lives to rescue complete strangers, who open their hearts and homes to the victims, or who donate their time and money to those in need.
- **Take a break from the news.** After a traumatic event, news coverage may be constant. While you may want to learn more about what happened, overexposure to the event can be stressful. Remember to take a break from the news and spend that time on a healthy, relaxing activity instead, such as walking, meditation or gardening.

- **Help others.** After a traumatic event, you may feel helpless. Channel your focus into making a positive difference in your community, which can be healing and empowering. Donate to a fundraiser (or organize one), join a candlelight vigil, perform a random act of kindness, or send a thank you note to the first responders in your community.
- **Be compassionate toward yourself.** People respond to traumatic events very differently, and there is no right way to react or feel. Whether you experience grief or numbness, anger or fear, it is important to honor those feelings.

Remember, talking about your feelings can also help. If you need to talk, call your Employee Assistance Program (EAP). Your EAP is here for you.

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# Finding a New Normal

Let's face it — the world has changed a lot since the start of the COVID-19 pandemic. Things seem to happen so quickly that what may be normal one day is totally different the next. This kind of uncertainty can make you worry because you don't know what the future will bring.

One thing we do know is that this virus will not last forever. Experts are already working on ways to keep the world safe. And while we don't yet know how long or in what form this will take, we do know that progress will be made.

Even if it doesn't feel like it, we're already learning how to make a "new normal." This means we'll need to make changes to how we live our lives.

## What You've Gone Through

If you're a "non-essential worker," you may have been able to keep working safely from home. While some people found this helpful, others found that it brought new challenges. If you have children home from school, you may find yourself juggling work and parenting. Maybe you don't have a home office or all the tools you're used to. These and other issues may make you feel like you're being less productive.

Or maybe you've been furloughed because your job had to close for a while. In addition to worrying about the health and safety of your family, you've had to think about how you'll pay bills and put food on the table.

Either case can put much more stress on you and your family. Spending so much time at home together can be good or bad. For some families, it has made relationships stronger. For others, it has caused strain or conflict.

Finally, there's the people we aren't seeing. We miss the friends and family we can't visit. We feel sad about social events that aren't happening. We even have to miss important celebrations like weddings, birthdays, graduations, and life memorials.

## Getting Back

As COVID-19 runs its course, stores will slowly reopen and more people will get back to work. Some things will go back to the way they were. Some things won't. Since few

of us have ever lived through an event like this pandemic, we'll have to learn as we go until a vaccine is found. Here are some things we can all do to make this time easier:

**Be kind to yourself and others.** We're all new to this. Everyone will feel differently about what's safe for them and their families. Try to be patient and forgiving as we work together to find new ways of doing things.

**Keep your chin up.** Work, shopping, and social events are changing in many ways. You may feel frustrated at times. Try to remember that it's not possible to go back to "business as usual." Even though you may have liked your usual routine, use this time to find new and better ways to get things done.

**Follow the rules.** Some places may still ask you to wear a mask and gloves. Others may limit how many people can be inside at once. Be mindful of people's personal space. As more and more people go out, it will be important to follow any rules put in place to prevent the spread of the virus again. The rules for what's allowed may be different from state to state and even town to town. That's why it will be important to share information about what's happening so that we can do what's best at work and at home.

**Stay in touch.** Our work lives may include fewer in-person meetings and less travel. In our personal lives, we may not see large gatherings for a while. We may

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also have to cut back on vacations. This can make you feel lonely. That's why it's important to find new ways of staying in touch with friends, family, and co-workers. Whether through technology or good old phone calls, be sure to stay connected.

**Limit how much news you're getting.** In a world connected by smartphones, the internet, and 24-hour news, it can be tempting to get news about the pandemic all the time. While this may have been helpful at the start

of the crisis, it can also increase your stress. Instead of watching the news all the time, consider doing a "news roundup" once or twice a day. Then you can find more relaxing and positive ways to spend the rest of your time.

The end of COVID-19 will not be a "flip the switch" moment. We will all continue to be pushed outside of our comfort zones as we find new ways to connect with our co-workers and loved ones. If you need help adjusting, call your EAP. We're here to help!

## Need Help?

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Or visit us at: **[mhn.advantageengagement.com](https://mhn.advantageengagement.com)** and register with company code: **EASE**

We offer counseling sessions face-to-face, over web video, or over the phone.



# Daily Living Services

Are you looking for a reliable plumber? Do you need to find a pet-friendly hotel for your next vacation? Not enough hours in the day to accomplish everything on your “to do” list?

Don't waste valuable time searching for the right business or service to meet your needs.

Let MHN do the legwork for you.

Here are just a few of the services we can find for you:

- hotel accommodations
- personal care services
- transportation services
- gift and personal shopping
- repair and maintenance for your home or car
- pet services
- errand or chore services
- relocation assistance

- event and party planning
- tickets to entertainment and sporting events

If you need it, let us find it for you.

Getting help is easy. Just call our 24/7 toll-free line.

- An expert consultant will find out what kind of help you need.
- Responses are provided by phone or email within 72 hours.
- You'll get three to five referrals with complete contact information.

MHN does not cover the cost or contract for services on your behalf. Also, we do not guarantee the quality or delivery of vendors' services.

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# Financial *services*

What are your financial goals? Are you saving money for a house? Planning for retirement? Trying to pay off your credit cards?

## *We're here to help*

Our financial counselors can help you take control of your finances. We offer personal financial counseling so you can stop worrying and start taking action. Issues covered include:

- Buying a home for the first time.
- Debt and budgeting assistance.
- Credit counseling.
- Planning for retirement.

For each separate financial issue, you are eligible for as many consultations as you need, at no cost to you. Financial counselors and educators are available without an appointment Monday through Friday.

Prescheduled consultations are available on Saturday during the day or evening.

## *Online tools, tips and more*

For helpful financial tools, calculators, worksheets, and information, log in to MHN's member website and click Financial under the Work & Life tab.

MHN does not offer specific investment advice or counseling. If you are seeking these services, please contact a certified financial planner or investment counselor.



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# Identity Theft

Identity theft is a real threat to your financial security – According to [www.ftc.gov](http://www.ftc.gov), it's been the Federal Trade Commission's number one complaint for over ten years in a row. Identity thieves can damage your credit, cause legal troubles, and cost you time and money.

Luckily, identity theft services from MHN can help. Call us as soon as you suspect you've been a victim of identity theft. As an MHN member, you and your eligible dependents are entitled to a 30-minute consultation with a certified consumer credit counselor who can assess your situation, create an action plan and help you carry it out.

If there is a potential of identity theft, we will send you an identity theft recovery packet and connect you to an identity recovery specialist. The specialist will provide information about how to:

- Place fraud alerts.
- Close affected accounts.
- Freeze credit.
- File police reports.
- Conduct other activities necessary to resolve fraud.

If you are victimized by an identity thief, MHN can help. But prevention, of course, is even better. Call us today for information about how to lower your risk of being victimized, and to request your ID theft recovery packet.



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# Legal services

Legal problems are all too common. Ignoring these problems can make them worse, but getting help can be expensive. MHN can help – quickly and confidentially.

## *What our premium legal services cover*

Our services include consultations with a licensed attorney from our network. Because your EAP includes premium legal services, you are entitled to one office or telephone consultation of up to 30 minutes per separate legal matter. If you want to retain an attorney after your initial consultation, you may receive 25 percent off the normal hourly rate.

## *How we can help you*

You can consult with an attorney about all sorts of legal issues. Examples include:

- **Civil and consumer issues** – Problems with purchases or warranties, governmental entitlements and benefits, advice on small claims court.
- **Personal and family legal services** – Adoption and guardianship, custody and support matters, divorce, separation and annulment issues, name changes.
- **Financial matters** – Bankruptcy representation and defense for lending-related legal issues by appropriately qualified attorneys.
- **Real estate** – Buying or selling property, lease and rental agreements, property boundary disputes.
- **Criminal matters** – The defense of both misdemeanor and felony criminal acts of all kinds.
- **Organizing personal affairs** – Advice on planning and preparing estates, wills and trusts.

Please contact us for more information about our services, and for details about legal matters that are excluded from this plan. For example:

- Matters involving medical malpractice, business law, or disputes or actions between members and their employer, business partners, union, trust fund, MHN, Health Net, or their affiliates are specifically excluded.

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- Matters that, in the attorney's opinion, lack merit are excluded.
- Court costs, filing fees and fines are the responsibility of the member.
- Flat fees are likely not discounted.



### *Online legal tools*

Our member website includes valuable legal resources and information:

- **Estate planning tools** – Create a will, financial power of attorney, living will, or record of your preferred final arrangements.
- **Legal forms** – Sample legal forms that cover most of your legal situations.
- **Legal library** – Professionally written articles covering a wide range of legal topics.

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## **Member Rights & Responsibilities**

As a member of MHN, you have certain rights and responsibilities related to your EAP services. For this reason, we have developed several guidelines for you to follow when you request and utilize services.

The following outlines MHN's Member Rights and Responsibilities Statement. We recommend that you familiarize yourself with these Rights and Responsibilities in order to receive optimal service.

Remember that EAP services are not medical care or mental health treatment of any kind. If, in the course of a consultation, clinical problems are suspected, including drug or alcohol problems, we will offer a referral to appropriate medical or mental health services.

### ***As a member, you have a right to:***

- Receive information regarding MHN services and clinical guidelines.
- Call MHN for assistance 24 hours a day, 365 days a year.
- Call "911" in an emergency.
- Receive prompt, competent and courteous treatment from all MHN staff and practitioners.
- Ask questions about and see documentation of your practitioner's credentials and experience.
- Discuss appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- Confidentiality of your medical records to the extent protected by state and federal law.
- Obtain an explanation regarding legally required exceptions to confidentiality.
- Receive a clear explanation from your practitioner about the problem resolution process, and about any assessment or referral offered.
- Participate in decision-making regarding your services or recommended treatment.
- Refuse or terminate services at any time.
- Be treated with respect and recognition of your dignity and need for privacy.
- Receive an explanation from your practitioner of any consequences that may result from refusing EAP services or referrals.
- Appeal a denial.
- File complaints with MHN, the State Department of Insurance, the Department of Managed Health Care, the State Department of Health and Human Services or any other applicable regulatory body.
- Suggest ways to improve the MHN Member Rights & Responsibilities Policy and Procedures.
- Be free from balance billing by your practitioner.

### ***As a member, it is your responsibility to:***

- Furnish information needed by MHN and your practitioner which allows us to provide proper services or referrals for treatment.
- Actively participate in developing mutually agreed-upon problem-resolution goals and strategies for achieving those goals.
- Follow the plans you have agreed upon with your practitioner.
- Cancel appointments within the guidelines described by MHN or your practitioner.
- Read your Evidence of Coverage or other material outlining your EAP services.
- Ask questions to ensure your understanding of covered services, limitations and any authorization procedures, and comply with the rules and conditions as stated.
- Demonstrate courtesy and respect to your practitioner, the practitioner's staff and MHN's employees, and expect similar treatment in return.



# When Anxiety Becomes Too Much

Anxiety has been called the “rust of life.” It can creep up on us, wearing away at our health and our enjoyment of life. In the worst cases, it gets in the way of work and relationships.

According to the National Institute of Mental Health, about 40 million American adults suffer from anxiety disorders each year. Symptoms can include fears of specific things or situations, sudden feelings of panic, or worries that just don't go away. Fortunately, there are many effective treatments for anxiety disorders. If worries, phobias or similar feelings are interfering with your life, you may benefit from some help. Call your EAP for an evaluation and possible referral.

## *Strategies for calming anxiety*

Even if you do not have an anxiety disorder, anxiety can be hard to handle. Stress and worries can keep you up at night. They can lead you to eat poorly or misuse drugs or alcohol. They can make you feel irritable, depressed and isolated.

So, how can you cope with everyday stresses in healthy ways? Here are a few strategies that can help:

- **Work on being optimistic.** When you catch yourself having a negative thought, come up with a healthier, more positive spin on the situation.
- **Take time to relax.** Make a point of scheduling some quiet time. If music soothes you, have your favorites playing.

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company code: EASE

- **Bring the laughter back into your life.**  
A good laugh releases tension. Perhaps you're a “Napoleon Dynamite” fan. Or maybe it's anything with the Marx Brothers. Or what about that friend who always cracks you up? Do something to reconnect your funny bone.
- **Take actions that make you feel in control.**  
Organize your desk and your closet. Sharpen your financial planning skills. Get help caring for your elderly relative, instead of trying to juggle everything alone. If you're feeling overwhelmed by “life issues,” call your EAP for the help you need.
- **Exercise, eat right and develop other healthy habits.** Exercise is a great way to boost your mood and soothe anxiety. And, living well will give you fewer health problems to worry about!
- **Avoid self-medication.** Alcohol and other substances may make you feel less anxious in the moment, but that initial effect is deceptive. Alcohol actually increases anxiety, and inhibits your body's ability to combat stress.
- **Reach out.** The strategies listed above can be helpful, but if your anxiety is intense they may not be enough. If you're so overwhelmed by worry that you feel you really can't help yourself, call your EAP right away.

This article is for informational and self-help purposes only. It should not be treated as a substitute for financial, medical, psychiatric, psychological or behavioral healthcare advice, or as a substitute for consultation with a qualified professional.



# Employee Assistance Program

*Our members' experience*

