

MHN EAP BENEFIT SUMMARY PRESENTED TO Cupertino USD

EAP TOLL FREE ACCESS: 1 (844) 371-4839

CLINICAL COUNSELING

National network of licensed professionals to address personal/family issues, substance abuse, emotional problems and other concerns that impact health, well-being and job performance

- ⇒ **Face-to-Face: 5 sessions** with a network provider per participant per issue per year, with unlimited issues.
- ⇒ Plus member choice of consultation delivery mode via phone or web-video technology.

PERSONAL WELLNESS COACHING

Our wellness program provides employees with telephonic access to our **wellness coaches** who provide one-on-one personalized health coaching sessions to support healthy lifestyles leading to energized, more productive individuals.

- ⇒ **Personal health coaching** and lifestyle management consultations delivered telephonically for weight management; smoking cessation; fitness and exercise; stress management; overall lifestyle improvement; and lifestyle support for chronic conditions such as asthma, diabetes, and cardiovascular disease.

WORK & LIFE SERVICES

LEGAL CONSULTATION – 30 minute office or telephonic consultation per separate legal matter at no cost. 25% preferred rate discount for additional legal or mediation services. Online wills and trusts preparation services and discounts.

FINANCIAL CONSULTATION – Assistance for members includes personal financial and credit counseling, debt and budgeting assistance, pre-retirement services and tax advisory sessions. Our certified financial counselors help members overcome financial distress and meet their goals with telephonic assistance and referrals to professional services. Members are eligible for a initial telephonic consult per issue with unlimited follow-up telephonic consultations. No limit to number of presenting financial issues.

IDENTITY THEFT ASSISTANCE – Identity theft recovery services includes a free consultation with a trained fraud specialist and provides participants with an Identity Theft Response Kit.

DEPENDENT CARE ASSISTANCE – Telephonic consultation and referral for dependent care needs including childcare, family day care, nursing homes, retirement communities and agencies for the elderly. Unlimited for basic referrals.

DAILY LIVING – Referral assistance with pet care, consumer and safety tips, home contractors, travel arrangements and more.

ONLINE MEMBER SERVICES www.members.mhn.com Company Code: cusd

Online wealth of tools, resources, and information including:

- ⇒ 24x7 access to our **Wellbeing Assessment** providing participants with a personal wellness report to help identify risks to their physical and emotional wellbeing, develop a plan to address problems and potential problems, and get started on the path to optimal.
- ⇒ **Online lifestyle management coaching** with self-paced healthy living modules including tobacco cessation, weight management, fitness & nutrition, and stress management.
- ⇒ A suite of interactive **e-learning programs** developed expressly for our members.

CLIENT SERVICES

MANAGEMENT CONSULTATION – Unlimited telephonic access to a Management Consultant for help managing difficult workplace situations and troubled employees.

CRITICAL INCIDENT STRESS MANAGEMENT – Immediate support in response to traumatic workplace events, including natural disasters/events, workplace violence, robbery, unexpected death, etc.

- ⇒ **Unlimited incidents with up to 20 hours per incident, travel included**

JOB PERFORMANCE REFERRALS – Management referrals (unlimited) into specialized services to address and resolve an employee's job performance challenges.

PROGRAM PROMOTION

SUPERVISOR/EMPLOYEE ORIENTATIONS & HEALTH FAIRS – 2 in Person annually combined with Health Fairs meetings to generate awareness of the EAP and how to leverage its services.

COMMUNICATIONS MATERIALS – Promotional materials to drive program utilization, such as, posters, brochures and electronic flyers.