

# Employee Assistance Program

A Place to Turn  
When You Need Help.

# The Employee Assistance Program can help you deal with:

- Burnout
  - Managing Stress
  - Anger Management
  - Relationship Issues
- Balancing Life and Work
- Dealing with Grief and Loss
- Tobacco, Alcohol or Drug Issues
- Dealing with Conflict or Violence
- Parenting and Aging Parent Issues
- Controlling Depression and Anxiety

# What is the Employee Assistance Program (EAP)

The EAP is a confidential counseling service, free of charge to Alaska Care Health participants and their dependants. It provides assessment, treatment and referral services. It is geared to provide assistance with difficulties that you might encounter at work, emotional problems, stress, family and relationship problems, and drug and alcohol abuse.

The EAP is available at 1-800-478-2812  
for Emergency Aid 24/7

In an emergency, EAP staff will provide crisis counseling by phone or will direct you immediately to appropriate medical or other facilities in your area.

EAP is also available at 1-800-478-2812  
24/7 for non-emergency assistance

You may be able to work through your problem with an EAP counselor on the phone, but in most cases staff will try to schedule an appointment for you with a local counselor who will assess your situation in person or refer you to professionals for specialized care.

# Can you talk confidentially with the EAP?

Your call or visit to the EAP staff is completely confidential. Unless you choose to tell others, no one needs to know about it. EAP offices are not State offices. Discussions with EAP counselors will not be revealed to anyone without your written authorization.

However, there are important exceptions required by law. See next slide.

# Confidentiality Exceptions

In cases involving child or elder abuse, or threatened harm to yourself or others, EAP counselors may be required by law to suspend confidentiality as a “duty to warn” to protect the person(s) involved.

# Your Rights with the EAP.

- To be treated with dignity and respect.
- Fair treatment. This is regardless of your race, religion, gender, ethnicity, age, disability, or source of payment.
- To have your treatment and other member information kept private. Only where permitted by law, may records be released without a member's permission.
- Easy access to care in a timely fashion.

Continued

## Your Rights with the EAP, continued:

- To know about your treatment choices. This is regardless of cost or coverage by the member's benefit plan.
- To share in developing your plan of care.
- Information in a language you can understand.
- To have a clear explanation of your condition.
- To have a clear explanation of your treatment options.

Continued

# Your Rights with the EAP, continued:

- Access to information about Magellan, its practitioners, services, and role in the treatment process.
- Access to information about clinical guidelines used in providing and managing your care.
- To ask their provider about their work history and training.
- To give input on the Members' Rights and Responsibilities policy.

Continued

## Your Rights with the EAP, continued:

- To know about advocacy and community groups and prevention services.
- To freely file a complaint or appeal and to learn how to do so.
- To know your rights and responsibilities in the treatment process.
- To receive services that will not jeopardize your employment.
- To request certain preferences in a provider.

# Your Responsibilities with the EAP

- To treat those giving you care with dignity and respect.
- To give providers information they need. This is so providers can deliver the best possible care.
- To ask questions about your care. This is to help you understand your care.

Continued

# Your Responsibilities with the EAP, continued:

- To follow the treatment plan. The plan of care is to be agreed upon by the member and provider.
- To follow the agreed upon medication plan.
- To tell your provider and primary care physician about medication changes, including medications given to them by others.
- To keep your appointments.

Continued

# Your Responsibilities with the EAP, continued:

- To let your provider know when the treatment plan is not working for you.
- To let your provider know about problems with paying fees.
- To report abuse.
- To report fraud.
- To openly report concerns about the quality of care you receive.

# Again, How does one Contact the EAP?

By Phone: 24 hours a day, seven days a week at:

**1 800-478-2812**

On-line: For more information:

[www.magellanhealth.com/member](http://www.magellanhealth.com/member)

Generally, the EAP will provide up to six counseling sessions at no charge to you.

# Other resources that are available - Veterans Administration Resources

For those who qualify

Anchorage Vet Center  
4201 Tudor Center Dr #115  
Anchorage, AK 99508  
Phone: 907-363-6966  
Toll Free: 1-800-478-8381

Kenai Vet Center  
Red Diamond Center  
Building F, Suite 4  
43335 Kalifornsky Beach Road  
Phone: 907-260-7640

Fairbanks Vet Center  
540-4th Ave, Suite 100  
Fairbanks, AK 99701  
Phone: 907-456-4238  
Toll Free: 1-888-456-4238

Wasilla Vet Center  
851 E. West Point Drive, #111  
Wasilla, AK 99654  
Phone: 907-376-4318  
Toll Free: 1-800-478-4318

# Other Resources that are available - Veterans Administration Resources

continued

## Telephone Care

Monday - Friday  
8:00am - 4:00pm

(888)- 353-7574 x 4710

Evenings and Weekends

(888) 353-7574 dial 1 then 1

# Other Resources that are available: Suicide Prevention Hotlines

**911**

**Alaska Careline: (24 hrs/ 7 days a week)  
1-877-266-HELP (4357) statewide**

**National Suicide Hotline: (24 hrs/ 7 days a week)  
1-800-SUICIDE (1-800-784-2433)**

# Extended coverage available through the AlaskaCare Health plan

The amount of coverage and deductibles under the State's Health Benefit Plans vary according to the option you selected.

For more detailed information refer to the Plan Booklet or contact the State Health Benefits experts at: <http://doa.alaska.gov/drb/>

or

Call Wells Fargo from 5:00 am to 5:00 pm at (877)-517-6370

or

Call Retirement & Benefits from 10:00 am to 3:00 pm at (800) 821-2251