

Understanding Your EAP

And how it can improve
your well-being



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City of Huntington Beach

Overview

Your EAP can help you in more ways than you realize!

At no cost to you, for example, your EAP can help you and your eligible family members:

- Take charge of your finances
- Tackle legal issues
- Recover from identity theft
- Get a referral to a counselor
- Lose weight
- Quit smoking
- Get help with childcare and eldercare
- Balance work and life

Who's Eligible?

If you are a full-time or part-time employee, you are eligible for EAP benefits.

Also eligible:

- Your spouse or domestic partner
- Your dependent child or children
- Other members of your household

Problem-Solving Support

- Confidential
- Toll-free EAP number answered 24/7
- Customer service representative connects or refers 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.

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'll refer the member to appropriate medical or mental health services.

Problem-Solving Support (contd.)

Getting the help you need is easy!

Call toll-free anytime, night or day, to speak with a clinician, get a referral or schedule an appointment. You are entitled to up to 5 appointments per individual, per incident, per plan period. Just choose the kind of appointment that's right for you.

Face-to-face	<ul style="list-style-type: none"> • In-person appointments with an MHN network provider. • Call for a referral or find a provider online.
Telephonic or web-video	<ul style="list-style-type: none"> • Convenient and flexible. • Provided by a network provider or MHN consultant.

Work & Life Services: *Financial*

- Call us to make an appointment for financial counseling (as many telephonic sessions as you need per issue).
 - Pre-retirement planning
 - Credit counseling
 - Debt and budgeting assistance
- Financial tools, calculators and information available on MHN's member website.

Work & Life Services: *Legal*

- 30 minute telephonic or face-to-face consultation with an attorney.
- Topics covered include:
 - Personal and family issues
 - Civil and consumer issues
 - Financial matters
 - Real estate
 - Criminal issues
 - Estate planning
- Legal tools, information and forms available on our member website.

You may also be eligible for a 25 percent discount off the normal hourly rate after your initial consultation. (Flat fees likely not discounted.) Contact us for limitations and exclusions.

Work & Life Services: *Identity Theft Recovery*

- 30-minute telephonic consultation with a certified consumer credit counselor who can assess your situation, create an action plan and provide the knowledge and tools to implement that plan effectively.
- If there is a potential of ID theft, we will warm transfer you to an identity recovery specialist who can advise you on how to:
 - Place fraud alerts.
 - Freeze credit.
 - Close affected accounts.
 - File police reports.

Work & Life Services: *Childcare and Eldercare*

- Expert needs assessment.
- Referrals to providers in your area who meet your criteria and have confirmed openings.
- Tips and information on monitoring and assessing care.
- Resources to help with adoption, special needs and exploration of educational options.
- Help finding public and private resources, such as skilled nursing, assisted living, and adult daycare providers.
- Searchable childcare and eldercare provider directories on the MHN member website.

Work & Life Services: *Daily Living*

- Research and referrals to help you find businesses, community agencies and other resources to help with the chores of daily life.
- We respond to your inquiry by phone or email within 72 hours with 3-5 names/contact numbers.
- Just a few examples of things we can help you find:
 - Party planning
 - Wedding services
 - Caterers and venues
 - Travel planning
 - Lodging options
 - Car rental services
 - Personal care services
 - Plumber or electrician
 - Lawn care
 - Pet services
 - Specialty vet
 - Pet groomer

Health & Wellness: *Wellness Coaching*

Our wellness coaching services offer extra support when you're ready to change your life. Just call to schedule an initial goal-setting consultation. Then you can:

- Schedule follow-up calls with your coach.
- Reach out as needed via phone, email or IM.
- Receive personalized emails and coach-chosen materials.

Take Full Advantage of Your EAP!

Bookmark members.mhn.com. For full access, make sure to register (using your company code)!

MHN Member Website Login

Company Code [?]

huntingtonbch

OR

Username

Password

Remember username

[Forgot username?](#)

[Forgot password?](#)

▶ Submit

Site areas marked with a lock icon are protected and require a username and password. If you do not have a username, please [REGISTER](#).

If you encounter log in issues, please call MHN's online member support team at (800) 646-9923 and select option 2 at both voice prompts.

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We're Here for You

24 hours a day, 7 days a week

- Call (800) 242-6220.
- Visit members.mhn.com (access code: huntingtonbch).
- EAP Flyers