

State of Alaska Political Subdivisions Employee Assistance Program (EAP)

The Aetna State of Alaska Political Subdivision Health Plan includes an employee assistance program (EAP) that offers up to eight (8) sessions of counseling, assessment and referral services, per problem, per year.

Occasionally, all of us may encounter problems that become hard to handle alone. That's why your employer offers an Employee Assistance Program (EAP), through **Magellan Health Services**. The EAP is a confidential, pre-paid assessment and counseling service designed to provide you and your family with assistance in managing everyday concerns. Employees, dependents and household members are eligible. You can access the EAP by calling **1-800-478-2812**.

What are some of the typical concerns for which people contact the EAP?

People use the EAP for a wide range of issues, including:

- Job or work stress
- Parenting issues
- Alcohol or drug abuse/dependencies
- Burnout
- Marital or relationship problems
- Anxiety or depression
- Anger management
- Coping with change
- Grief or bereavement
- Legal and financial concerns

Is the program really confidential?

All EAP records and services are treated with the strictest confidence. The personal information that you share with your counselor is confidential, unless you sign an authorization to release health information, or if the law requires disclosure.

When should I contact the EAP?

You may call the EAP any time you need help working out a personal problem. The philosophy of the EAP is that problems are most effectively handled before they become serious. The key is to get assistance as soon as a problem begins affecting your work or personal life. And you can access a counselor by phone anytime – 24/7/365.

How much does it cost to use the EAP?

Your employer has pre-paid the cost of this service, so there is no cost to you. In many cases, problems can be resolved within the scope of the assistance provided by the EAP. However, if the situation requires help beyond the scope of the EAP, your counselor will work with you to find an affordable solution. If you use any resources outside of the EAP, you will be responsible for any associated fees. The decision to use such outside resources is entirely up to you.

Legal and Financial Resources are a part of your EAP

Your program provides confidential legal and financial consultation services to you and your family. Your legal and financial benefits can help with numerous types of issues (with some exclusions). These services may be accessed by calling the phone numbers below. Legal or financial one-hour consultations are provided free of charge. If you need additional legal assistance, you may retain an attorney from this program at a 25% discount from their usual fees. You always have the option to find your own attorney.

EAP Web-Site

Visit **Magellanhealth.com/member** for EAP information, self-assessment tools, wellness tips and much more, including additional legal and financial resources. If it is your first visit, click "New User" and type in **800-478-2812** at the login prompt. Then type in your employer's name (e.g. City of Akutan, Denali Borough, etc.) as the name of your organization.

For More Information

Professional counselors are available to answer your questions 24 hours a day, seven days a week (24/7).

**Anchorage
4300 B St., Suite 202
Hours: 8:30 am – 5:30 pm**

**Mat-Su Valley Office - Wasilla
951 Bogard Rd., Suite 201 B
Hours: M, W, And Th: 10 am – 6 pm**

Employees living outside of these two areas may receive counseling services from Magellan contracted providers (where available), or through scheduled telephonic sessions with Magellan counselors in Anchorage or Wasilla.