

PacifiCare Behavioral Health Employee Assistance Program

Our Employee Assistance Program (EAP) is a confidential, employer-paid benefit program designed to assist you solve personal problems and manage everyday issues. The EAP offered by PacifiCare Behavioral Health includes brief counseling and referral services for you, your dependent family members, and household members.

EMPLOYEE ASSISTANCE PROGRAM [EAP]

There may be times in your life when you feel out of control and overwhelmed. Maybe you have a personal or workplace issue, problem or crisis that consumes your thoughts. Or maybe a household member is experiencing problems. Or maybe you need help finding resources to help you deal with everyday issues, like finding quality childcare or establishing a budget.

Whatever the problem, you do not need to handle it alone. Your employer has arranged with PacifiCare Behavioral Health (PBH) to provide EAP services to you and your household members.

Our experienced clinical staff is available to help with most any type of personal concern:

- Emotional distress
- Child/adolescent issues
- Co-Worker conflict
- Elder care
- Divorce or separation
- Crisis situations
- Custody issues
- Domestic violence
- Financial or legal problems
- Parenting issues
- Grief and loss
- Gambling
- Marital issues
- Depression or stress
- Relationships
- Retirement
- Anger
- Alcohol/substance abuse

One call to the EAP connects you with a wide range of special services and resources close to your home.



EAP COUNSELING SERVICES

The EAP is available 24 hours a day, seven days a week, 365 days a year through PBH's toll-free phone line. You will be connected with a licensed EAP counselor who will help you determine the most appropriate type of assistance to resolve your concerns.

PBH's EAP can assist with your life issues through a wide range of services, including **5 face-to-face counseling sessions, per-incident**, with a PBH EAP counselor within our network. Your EAP counselor may also refer you to community resources, such as a support group.

For example, if you have a stress related problem, PBH's EAP counselor will give you the name of an EAP network provider and help you make an appointment. Face-to-face counseling sessions are generally 50 minutes in duration, and are provided in private offices at no cost to you and your household members.

To access your services, call [800] 234-5465 24 hours a day, 7 days a week

ENHANCED DEPENDENT CARE SERVICES

PBH's EAP can help you find qualified caregivers and programs for your children and aging family members. Provided free of charge, these dependent care referral services may be used as often as needed. A toll-free call to the EAP connects you to valuable resources, including:

- Referrals to child care providers
- Referrals to elder care providers, including adult day care, senior centers and elder care housing options
- Individualized ParentPak and ElderPak folders with appropriate educational and support materials
- Referrals to home health care providers for patients of any age at any level of care
- Tips on interviewing, evaluating, and monitoring care-givers
- Information on Medicare, Medicaid, and other insurance options
- Relocation and adoption information
- Elementary and high school selection assistance
- College and vocational school selection assistance, which includes assistance in determining and locating appropriate housing, and support systems, if necessary
- Child summer/day camp selection assistance
- Cancer and Alzheimer's Disease packs

Note: Please be aware that additional charges for services that go beyond the initial product offering may occur. Please call your EAP for specific cost information.

FINANCIAL SERVICES

- PBH's EAP staff members are trained to assess financial problems, such as those listed below. These services are provided by seasoned financial professionals and licensed CPA's. Members will receive free telephone consultations, which are generally limited to between thirty and sixty minutes per issue.
- Credit Issues/Repair
- Personal and Family Budgeting
- Debt Management
- Tax questions and info.
- College funding info.

LEGAL SERVICES

Through the EAP, you are entitled to free, confidential one-half hour legal consultations through a nationwide network of attorneys. Legal representation is available at a 25% discount beyond the first free 30-minute consultation. Legal services available through PBH's EAP include assessment of problems such as:

- Wills, trusts and estate planning
- Divorce or custody
- Small claims or personal injury
- Real estate transactions or landlord/tenant issues
- Consolidation of credit/debt
- Juvenile offenses
- Contractual problems
- Drunk driving offenses
- Criminal offenses

Prepared for Employees and Household Members of:
Cupertino Union School District
(5 sessions per-incident Platinum EAP Plan)

Web Address: www.pbhi.com

User Name: Cupertino Union School District

Password: time

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Behavioral Health

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