

EAP

Employee Assistance Program The Power of Caring

Life demands a lot. Sometimes it is difficult to juggle the daily demands of personal life or work with work concerns, stress, or family responsibilities. Your Employee Assistance Program (**EAP**) can offer you help to find real solutions that bring balance to your job or life.

The EAP Can Help

The **Employee Assistance Program (EAP)** offers quick and easy access to confidential, professional assistance and resources to help you address difficulties related to emotional concerns, relationships, substance abuse, and legal and financial concerns.



EAP can help with such concerns as:

- **Emotional** – when you or a loved one experiences emotional concerns such as depression, stress, illness, grief, or need help coping with change.
- **Alcohol or Drug Abuse Concerns** – when you or someone you know shows symptoms of alcohol or drug abuse.
- **Relationships** – marital, other family members, partners, friends or coworkers.
- **Financial Concerns** – call, or go online to learn more about such things as financial planning, financial calculators, bankruptcy, credit problems and more.
- **Legal Concerns** – relieve the stress and worry by calling your EAP, or go online and select legal resources to learn more about such things as wills, living trusts, estate planning, divorce, custody, etc.

Logon to our Web site at www.bluecrossca.com/youreap to see a library of hundreds of expert articles on mental

health, stress management, relationships, substance abuse, aging, parenting and workplace topics.

Easy access by phone or just a "click away" to EAP Services

- **By phone:** Employees or family members can get help by calling your EAP toll-free at **1-800-999-7222**; 24 hours a day, seven days a week
- **Web site:** Logon to **www.bluecrossca.com/youreap**
Program Name: PERALTA
- **In person:** Counseling sessions are available for situations needing short-term professional help. Your counselor will

Department of Managed Health Care

The California Department of Managed Health Care is responsible for regulating health care service plans. The department has a toll-free telephone number (1-800-400-0815) to receive complaints regarding health plans. The hearing and speech impaired may use the California Relay Service's toll-free telephone numbers [1-800-735-2929 (TTY) or 1-888-877-5378 (TTY)] to contact the department. The department's Internet Web Site (<http://www.dmhc.ca.gov>) has complaint forms and instructions on-line. If you have a grievance against your health plan, you should first telephone

work with you to schedule these sessions.

No Cost for Services

The EAP services are provided by your employer and are offered at no cost to you.

Some situations may require more specialized assistance not available through the EAP. Your EAP consultant may recommend additional or ongoing treatment, beyond what is provided by the EAP, which may be covered under your health care plan. For treatment or services not covered by your health care plan, the cost for services will be your responsibility. Your EAP consultant will make every effort to refer you to treatment resources that are within your financial means.

your plan at the telephone number listed in this brochure and use the plan's grievance process before contacting the department. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. The plan's grievance process and the department's complaint review process are in addition to any other dispute resolution procedures that may be available to you, and your failure to use these processes does not preclude your use of any other remedy provided by law.

Reach out to a helping hand ... Call EAP at 1-800-999-7222 or go online at www.bluecrossca.com/youreap Your Program Name: PERALTA

*The Power of Blue.*SM

Blue Cross of California is an Independent Licensee of the Blue Cross Association. The Blue Cross name and symbol are registered service marks of the Blue Cross Association.

www.bluecrossca.com/youreap

SM7451 6/04