



Your Employee Assistance Program

How can we help?

Life can be complicated. With MHN, getting help is easy.

Your EAP is here to help with life's many challenges. MHN provides the following services, paid for by your employer.

Clinical support

Are problems in your life getting you down? Call us anytime, and an intake representative will talk with you and help you find a licensed professional who can help. We are available 24/7 to help you with:

- Marriage, relationship and family issues
- Problems in the workplace
- Domestic violence
- Alcohol and drug dependency
- Stress, anxiety and sadness
- Changes in mood
- Grief and loss
- Responses to traumatic events

There are three ways we offer clinical support:

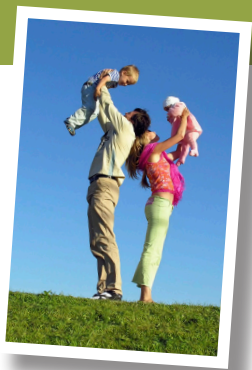
1. Face-to-face counseling – Talk in person with a provider (a marriage and family therapist or psychologist, for example from our network. We can offer a referral when you call us, or you can search for a provider on our member website.
2. Telephonic consultations – Very convenient and private
3. Web-video consultations – Convenient and easy, but with a personal touch



Work & life services

Our experts can help you balance your work with your life! Call us for:

- **Childcare and eldercare assistance** – We'll find out what kind of help you need caring for children or elders in your life. Then we'll give you names and numbers of providers.
- **Financial services** – Talk to an advisor over the phone about
 - Budgeting
 - Credit and financial questions (investment advice, loans and bill payments not included)
 - Retirement planning
 - Tax issues
- **Legal services** – Talk to a professional over the phone or face-to-face about
 - Civil, consumer and criminal law (Medical malpractice cases and disputes or actions between members and their employers or between members and MHN are excluded)
 - Personal and family law, including adoption, divorce and custody issues
 - Financial matters
 - Business law
 - Real estate
 - Estate planning
- **Identity theft recovery services** – We'll give you information on ID theft prevention, plus an ID theft emergency response kit. If your identity is stolen, a fraud resolution specialist can help.
- **Daily living services** – Need help with household repairs? Planning an event or a vacation? We'll track down businesses and consultants for you. (MHN does not cover the cost nor guarantee delivery of vendors' services.)



Our member website can help, too, with:

- Childcare and eldercare directories
- Tips, tools and calculators to help you with finances, legal issues and retirement planning

Health and wellness tools

Take charge of your wellbeing! Living well isn't always easy, but it's worth the effort. MHN's member website has tools and information that can help. Just log in, and you can:

- Ask our expert an emotional health question
- Assess your wellbeing and receive a personal wellbeing report with tips for living better
- Make a change with self-help programs for stress, weight management, nutrition, fitness and tobacco cessation
- Take advantage of interactive e-learning programs
- Find articles and videos on emotional health, physical health and making healthy choices

To use these services, log in to **members.mhn.com** with your company code. Make sure to register to access all of your online benefits.

Not all plans offer exactly the same benefits and services. For details about services and eligibility, please:

- Contact MHN or log in to our member website;
- Check your benefit documents (such as an Evidence of Coverage booklet or Summary Plan Description); or
- Contact your employer for the details of your organization's Group Services Agreement.

Your privacy

EAP services are confidential. Your privacy is important to us, and it is protected by state and federal laws.

Need help?

Call toll-free, 24 hours a day, seven days a week: **(800) 977-7637**
TDD: (800) 327-0801

or visit us at: **members.mhn.com**
company code: **cno**

You are entitled to as many telephonic or web-video consultations as you need. You are also entitled to 6 face-to-face clinical consultations per incident, per calendar year.



Sharyl Barney
*We serve members
from behind the scenes.*

We speak your language!

When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

¡Hablamos su mismo idioma!

Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

我們說您的語言！

您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫療服務提供者進行交流，該翻譯人員可以與您一道參加約診，該服務為免費提供。