

How your EAP benefit can assist you!

Lake County BOCC is pleased to provide this EAP benefit at no cost to eligible employees, their spouses, and eligible dependents. Automatically enrolled, no ID required!

Services Your EAP Offers—

✓ Face-to-face Counseling for, but not limited to:

- Marital and Family Relationships
- Stress Management
- Alcohol and Drug Issues
- Work-related Concerns
- Depression and Anxiety
- Bereavement

✓ Life Coaching Services

✓ Online Services and Access

✓ Webinars

✓ Legal Services

- Consultation
- Referrals

✓ Financial Services

- Consultation
- Referrals
- Webinars

What happens when you call MHNet?

When you contact your MHNet, at **1.800.272.3626**, a counselor conducts a telephonic assessment with you to determine what services will best assist you. If a referral to a network provider is necessary, the assessment will include gathering your specific provider criteria such as location, day and time availability, and specialty. The network provider will conduct a formal, face-to-face assessment at your first session.

Who is eligible to use EAP?

You and your eligible dependents, including your spouse and children, are able to use EAP.

Is it confidential?

Seeking help from MHNet is between you and the counselor or provider. No information may be shared with anyone else unless you give the counselor or provider written permission to do so. Lake County BOCC supports the MHNet policy of confidentiality.

Counseling Services

- **24-Hour Toll-Free Hotline:** EAP counselors are available to you and your family 24 hours a day, 7 days week by calling your toll-free number: **1.800.272.3626**
- **Free Evaluation:** EAP counselors offer telephonic support and also are available to make referrals for up to six [6] face-to-face counseling sessions from our nationwide network of mental health providers.
- **Local Availability:** For up to six [6] face-to-face counseling sessions, the EAP counselor will refer you to the most appropriate local provider meeting your criteria, such as proximity to your location, convenient office hours, and available appointments.
- **ClientConnect® Program:** Counselors call providers on your behalf and ascertain provider availability and appropriateness based on your preferences. After the most appropriate provider is confirmed, you are notified of the appointment availability and of the provider's phone number for you to set the actual appointment's day and time.
- **Referral for On-going Assistance:** Need further help? For many people, the telephonic or face-to-face sessions are sufficient to address concerns.

But if you and your provider determine that you need more care or additional services, you won't be left on your own. The provider will assist you in locating the appropriate resources in your area or in connecting with your health insurance benefit.

Life Coaching Services

Life coaching helps you learn how to make choices that promote an effective, balanced and fulfilling life. This **FREE** benefit includes up to three [3] 50-minute telephonic coaching sessions per issue. Life focuses include:

- Stress Management and Balance
- Spirituality and Personal Growth
- Career Planning and Development
- Motivation and Time Management
- Finances and Budgeting

Call **866.583.0119** to schedule an appointment Monday through Friday 7 a.m. — 6 p.m. Central Time.

****Please flip for additional EAP Services****



Legal Services

Your Legal and Mediation Services benefit includes **one [1] free initial 30-minute office or telephone consultation** per separate legal matter with a network attorney. Participating attorneys may be retained at a preferred rate reduction of 25 percent from their normal hourly rate.

Research and referrals for virtually all types of legal matters are eligible for these services including:

- Divorce/Family Law/Mediation
- Elder Law
- Landlord/Tenant Associations
- Malpractice and Negligence
- Wills and Estate Planning
- Legal Aid and Bar Associations

Financial Services

Your Financial Services benefit includes **30 days of unlimited telephonic assistance** with the financial coaching staff. At the end of the 30 days, you can continue working with the coach on a self-pay, month-to-month subscription basis, the cost of which is guaranteed to be offset by savings created by the coach.

You receive research and referrals for:

- Consumer Counseling Agencies
- Financial Planning and Investment
- Tax Advisors and Preparation Services
- Insurance Agencies

You also can participate in monthly **financial education** and **personal finance forum webinars**.

Online Services

EAP on-line contains a full collection of information tools and resources to support emotional well-being, including hundreds of tip sheets, articles, and resource guides. The content and feature enhancements on our Web site are updated monthly.

MHNet's on-line contains a full collection of information tools and resources to support family and care giving, health and wellness, emotional well-being, and daily living issues. Features include:

- Interactive self assessment tools
- Self-search locators for child care, elder care, education, adoption, and summer camps
- Resource links to prescreened and "best of the Internet" websites
- More than 1,500 tip sheets, articles, and resource guides

Webinars

Sometimes it is nearly impossible to pull away from work, but health and wellness seminars are so important for your wellbeing. Webinars are available to fit into your schedule and can be easily accessed through MHNet's website.

- Monthly Webinars—offered several times each month, covering topics from "Smart Spending" to "Parenting", and "Terrific Travel" to "Preventing Burnout"
- On Demand Webinars—over 40 webinars are ready to access anytime, anywhere that it is convenient

Accessing Online Services—

Services are available online at MHNet's web site. To access, please go to:

www.mhneteap.com

Login using:

USERNAME: lakecounty

PASSWORD: lakecounty

Your Online Services Menu will appear. Choose the menu item of interest and enjoy!