Is the EAP Confidential?

The success of the EAP depends upon confidentiality. When you self-refer to the EAP, it is absolutely confidential. Participation in the EAP stays out of your medical record and your personnel file. All identifying information (names, department, division, etc.) remains unknown to your employer. The laws of confidentiality protect you and require your written consent to release any information.

How Many Counseling Sessions are Included in my EAP?

Your employer has provided you and your family with a comprehensive EAP program.

As part of this program, you will receive five (5) free sessions, per family, per problem area, per benefit year.

"Per family, per problem area, per benefit year" means that for each unique, non-related problem, you, your spouse and your eligible dependents will share the allotted number of sessions.

What Is the Prescription Drug Discount Card?

The program offers discounts of up to 50% for prescription drugs with an average savings of over 20%. Simply log in to our web site: *www.holmangroup.com*, or call us at (800) 321-2843. Click "See My Plan", then click the *www.scriptsaveselect.com* link. Log-in using Group # T2025, and complete the form. Use your Holman password as your Company ID, then print out your ScriptSave℠ Select discount card to start receiving discounts!

"The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-321-2843** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-HMO-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet Web site *http://www.hmohelp.ca.gov* has complaint forms, IMR application forms and instructions online."

Holman Professional Counseling Centers
Managed Behavioral Health Care Services

For Confidential Assistance, Questions or Comments, Please Call

(800) 321-2843

or Visit us Online at

www.holmangroup.com

Holman Professional Counseling Centers
Managed Behavioral Health Care Services

Employee Assistance Program

How to Use Your EAP

What is the EAP?

The EAP is a resource to assist you and your family members in managing issues that affect your daily life. Through face-to-face counseling sessions with a licensed clinician, community referrals, legal and financial resources, the EAP is the first step to regaining control and improving life quality.

What Kinds of Issues Does the EAP Address?

The EAP is designed to help you address various issues that affect your daily life such as:

Family or marital conflict

Alcohol or drug issues

Stress

Depression

Calling your EAP is often the first step in resolving your problems, regardless how big or small. By speaking to a licensed clinician, you will not only gain the skills to cope with your problem, you will also become more equipped to deal with other issues that may occur in your life.

Who Can Use the EAP?

You, your spouse and your eligible dependents can utilize the EAP.

What Does the EAP Cost?

The initial sessions with a licensed clinician are free to you, your spouse and your eligible dependents.

How Does the EAP Work?

Accessing your EAP services is easy. Simply call The Holman Group at (800) 321-2843 between the hours of 7:30 am and 6:30 pm PST to speak with a qualified intake specialist who will assist you with your needs. Should you choose to seek counseling, your assigned clinician will contact you to schedule an appointment in his/her office within 2-3 business days of your phone call to Holman. *Please remember that to schedule an appointment or for inquiries and community referrals, you must call during our business hours.*

What If I Am In a Crisis?

If you feel that your situation requires immediate assistance, you can call us at (800) 321-2843 and speak to a licensed clinician, 24 hours a day, 365 days a year.

What Other Services Does the EAP Provide?

In addition to counseling sessions with a licensed clinician, we also provide referrals to a variety of wellness-related community resources* such as 12-step programs, parenting classes and elder care referral lines. Additionally, EAP benefit information specific to your organization is also online.

**Holman community resources are provided as a service to our clients. They are not Holman contracted providers. The information obtained through Holman's community resources are for informational purposes only. All information received should be verified. All final decisions on the appropriateness of information, the quality of service, or the qualifications of a service provider must be made by each individual and are not the responsibility of Holman.*

Can I Call for Legal & Financial Services?

You can also take advantage of Holman's legal and financial service. Through this service, each employee and their family members are entitled to a no cost telephonic consultation with a legal or financial counselor. If there is an additional need following the initial consultation, the services will be offered to you at a 25% discount for legal services only. The counselor can assist you in dealing with issues such as:

- *College planning*
- *Consumer debt and budgeting assistance*
- *Complex tax issues*
- *Credit counseling*
- *Insurance*
- *Investments*
- *Financial aspects of retirement and estate planning, or financial issues related to the loss of a wage earner as a result of death, divorce or retirement.*

And much more ...

What Information is on The Holman Group's Website?

You and your eligible dependents can log on to a wealth of information at *www.HolmanGroup.com*. In addition to having access to wellness-related articles and links, EAP benefit information specific to your organization is also online. Through the website you can also fill out an Intake Request Form as well as email various departments at Holman.