

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) provides a valuable resource for support and information during difficult times. The EAP is a free, voluntary and confidential program that provides problem identification, counseling and referral services for employees and their covered dependents regardless of the health plan chosen. Employees will be directed to counseling services to assist them with a variety of concerns. All calls and counseling sessions are confidential except as required by law. No information will be disclosed unless written consent is given. Management consultation is available when an employee's personal problems are causing a decline in work performance. Critical Incident Stress Management is also available through the EAP. For further information regarding the EAP, refer to the Benefits Handbook.

Who is eligible to participate?

- > Active employees and their eligible dependents participating in the State Employees Group Insurance Program may access this benefit.
- > Active employees, full time and part-time (50% or greater), who have elected not to participate in the health, dental and vision coverage of the State Employees Group Insurance Program may access this benefit.

What number do I call for services?

There are two separate Employee Assistance Programs for active employees, the EAP through the Behavioral Health Administrator and the Personal Support Program (PSP) through AFSCME Council 31.

Active employees not represented by the collective bargaining agreement between the State and AFSCME must contact the EAP Behavioral Health Administrator. Getting help is easy, convenient and available 24 hours a day seven days a week.

Call: 866-659-3848 or view benefits at www.magellanhealth.com

Bargaining unit employees represented by AFSCME Council 31 and covered under the master contract agreement between the State of Illinois and AFSCME must access EAP services through the Personal Support Program. See Plan Administrator and website information.

Call: 800-647-8776 or view benefits at www.afscme31.org

PROVIDER SEARCH DIRECTIONS

1. Go to www.MagellanHealth.com/member.
2. On the right side of the page, click on "New or unregistered user."
3. In the little box in the middle of the screen you will need to enter the telephone number for the group plan. That number is 1-866-659-3848.
4. On the next page you can either register or continue as unregistered.
5. If you register, complete the boxes as instructed. Then click "Register"
6. To search for a provider, enter your zip code in the gray box. Then click "Search."
7. If you continue as unregistered, click on "Continue Unregistered."
8. To search for a provider, enter your zip code in the box. Then click "Search."