

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 for assistance 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 consultations are available when an employee's personal problems are causing a decline in work performance. 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 who are 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 MagellanAscend.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 MagellanAscend.com.
2. On the right, top side of the page, click on “*Log In.*”
3. In the box located in the middle of the screen, click on “*Sign up.*”
4. On the next page, you will create an account and enter “State of Illinois - Employee Assistance Program” as the employer.
5. To search for a provider, click on “Find Care” in the menu across the top. Select whether you would like EAP in person or telehealth providers. Then, enter your zip code and the distance. Click “Search.”