

Human Resources Memorandum

SUBJECT: Magellan Healthcare: New Employee Assistance Program Vendor July 1, 2015	NUMBER: HR 15-023
	DATE ISSUED: July 6, 2015
DISTRIBUTION: All Department of Fish and Wildlife Employees	EXPIRES: N/A

This memorandum provides information about the State of California Employee Assistance Program (EAP).

As of July 1, 2015, the State of California Employee Assistance Program (EAP) services will be provided by Magellan Healthcare. Employees will need to contact Magellan Healthcare for all *new* EAP authorizations and referrals. The EAP services and EAP phone number will remain the same. The toll-free telephone number is (866) EAP-4SOC/(866) 327-4762. Beginning July 1, 2015, the new TTY contact number will be (800) 424-6117 and the website address is www.eap.calhr.ca.gov.

Here are common questions that you may have during this transition:

Q. What should I do if I am currently using EAP sessions?

A. If you are using EAP sessions with a Managed Health Network (MHN) provider that were authorized by MHN prior to June 30, 2015, MHN has agreed to honor those sessions through July 31, 2015. Members are encouraged to complete all of their authorized sessions with MHN providers by July 31, 2015, or contact Magellan for authorization for a new set of sessions with a Magellan provider.

Members can call or go online to register for a new set of sessions with a Magellan provider on or after July 1, 2015.

Q. My current EAP provider is in both networks, what do I do?

A. Complete your MHN authorized sessions by July 31, 2015. If you need EAP visits after that or if you need additional sessions authorized, you may register online with Magellan or call beginning July 1, 2015. To utilize visits with a current provider through Magellan, you must register with Magellan online or by phone.

Q. Is there any way for employees to contact Magellan to find out if their provider is part of Magellan's network?

A. Yes, members can go online at www.eap.calhr.ca.gov and search for a provider to confirm that their current provider is in the Magellan network.

Q. What if my provider is not in the Magellan network?

A. With over 4,700 providers in California, Magellan can help you find a new provider for your face-to-face sessions.

Q. What if I am using telephonic or web-video session with an MHN provider?

A. Those sessions will end June 30, 2015.

You may view the Magellan Combined Evidence of Coverage and Disclosure Form online at www.eap.calhr.ca.gov/media/146614/state-of-ca-eoc-2015_ver-2.pdf.

You may call Magellan any time to ask questions about the transition or to ensure your current provider is in the Magellan network.

If you have any questions about the program transition, please contact the Risk Management Office staff: Ed Sullivan, Manager at (916) 653-3612; Ed.Sullivan@wildlife.ca.gov or John Pronk, Health & Safety Officer at (916) 653-9388; John.Pronk@wildlife.ca.gov