

# Quick Reference Guide for the Employee Assistance Program

## **How do I use the Employee Assistance Program (EAP)?**

You may:

Call the toll-free number, 1-866-659-3848

Or

Go to the Website [www.magellanassist.com/](http://www.magellanassist.com/)

You must sign in to get a referral.

## **Can I get information without calling?**

You may access information through the Internet.

Information on how to prepare for your appointment

[www.magellanassist.com/mem/prov/prep/prepsess.asp](http://www.magellanassist.com/mem/prov/prep/prepsess.asp)

Information about anxiety and depression

[www.magellanassist.com/mem/mhealth/anx\\_home.asp](http://www.magellanassist.com/mem/mhealth/anx_home.asp)

Information about adjusting to change

[www.magellanassist.com/mem/ww/change/change\\_transition.asp](http://www.magellanassist.com/mem/ww/change/change_transition.asp)

## **What if I do not want to see a “local” provider?**

When you call Magellan at the toll-free number, ask for a counselor who is not in your local area.

## **Is anyone available to help with my call to Magellan (EAP Provider)?**

Call 309.298.1853 to schedule an appointment to see Nancy Sherer, Bev Lawyer or Linda Farr in Benefits about “insurance”. All appointments are confidential in a private office.

## **Who is eligible to use the EAP?**

The EAP is available to employees, annuitants and survivors.

## **Other information about the EAP**

Magellan has trained customer service representatives and EAP specialists available through a toll-free telephone number (1-866-659-3848) to confidentially discuss concerns. Crisis counseling is always available.

Employees will be directed to local counseling services free of charge for assessment and referral services. Magellan EAP providers are available in Macomb area and the Quad Cities.

Employees with questions or who wish to obtain a brochure may contact Nancy Sherer, Bev Lawyer or Linda Farr in Benefits at 309/9298-1853.