

Is the EAP Confidential?

The success of the EAP depends upon privacy. It is always private when you call your EAP. Your EAP information stays out of your medical record. It also stays out of your personnel file. EAP information is not given to your employer. The laws of privacy protect you. You are required to provide written permission to release your information.

How Many Counseling Sessions are Included in my EAP?

There are **3 counseling sessions** in your EAP benefits. You and those living in your home, are eligible. The **3 sessions** are per household unit, per incident, per benefit year. "Per household unit" is you and anyone living in your home. "Per incident" is each new issue. "Per benefit year" is your benefit year. For each issue, you and your house mates share the allotted number of sessions.

What Is the Prescription Drug Discount Card?

This program offers discounts of up to 50% for prescription drugs. There is an average savings of over 20%. Simply log in to our website: **HolmanGroup.com**. Click "See My Plan." Then click the **www.scriptsave.com** link. Log-in using Group # S1000. Complete the form. Use your Holman password as your Company ID. Print out your ScriptSaveSM discount card. You will start receiving discounts! You can also call us at **(800) 321-2843**.

IMPORTANT: You can get an interpreter at no cost to talk to your doctor or Health Insurance Company. To get an interpreter or to ask about written information in (your language), first call your insurance company's phone number at 1-800-321-2843. Someone who speaks (your language) can help you. Someone who speaks Spanish can help you. If you need additional help, call the HMO Help Center at 1-888-466-2219.

IMPORTANTE: Puede obtener la ayuda de un intérprete sin costo alguno para hablar con su médico o con su plan de salud. Para obtener la ayuda de un intérprete o preguntar sobre información escrita en español, primero llame al número de teléfono de su plan de salud al 1-800-321-2843. Alguien que habla español puede ayudarle. Si necesita ayuda adicional, llame al Centro de ayuda de HMO al 1-888-466-2219.

"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 www.hmohelp.ca.gov has complaint forms, IMR application forms and instructions online."

California Relay Service (CRS)

If you have limitations hearing or speaking, please utilize the phone numbers below to have a CRS representative assist you.

Type of Call	Language	Toll-free Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000



The Holman Group
Managed Behavioral Health Care Services

For Confidential Assistance, Questions or Comments, Please Call

(800) 321-2843

or Visit us Online at
HolmanGroup.com



The Holman Group
Managed Behavioral Health Care Services

Employee Assistance Program

How to Use Your EAP



What is the EAP?

The EAP is here to help you. It is also here to help your family members. It helps resolve daily matters that affect your life. This is done by talking to a licensed counselor. Community referrals are also available. There are legal and financial referrals too. The EAP is the first step to solving issues in your life and helps you regain control of and improve the quality of your life.

What Kinds of Issues Does the EAP Address?

The EAP helps you with matters that affect your daily life. These issues include:

- Family or marital conflict
- Alcohol or drug issues
- Stress
- Depression
- And much more...

Calling your EAP is often the first step. For big or small issues, your EAP can help. You will gain skills when you talk to a licensed counselor. These skills will help you handle your affairs. You will also be better prepared to deal with other matters.

Who Can Use the EAP?

You can use the EAP. Your eligible dependents can use the EAP. Anybody living in your house can use the EAP.

What Does the EAP Cost?

Your sessions with a qualified counselor are free. This includes you and your household members.



How Does the EAP Work?

Accessing your EAP is easy. Simply call The Holman Group at (800) 321-2843 during business hours. Business hours are 7:30 am and 6:30 pm PST. You will speak with a qualified person. They will help you with your needs. If you choose to see a counselor, one will be assigned to you based on your needs. Your counselor will contact you to schedule an appointment. They will contact you within five (5) business days. Remember you must call Holman to schedule an appointment. Please call if you have questions. Questions and community referrals are answered during business hours.

What If I Am In a Crisis?

You can call us anytime, if you feel you need immediate help. Call us at **(800) 321-2843**. You will speak to a qualified licensed counselor. They are available 24 hours a day, 365 days a year.

What Other Services Does the EAP Provide?

We also provide referrals to community resources. These resources include 12-step programs, parenting classes, elder care, and more. The EAP includes benefits specific to your organization. You can find this information at **HolmanGroup.com**.

*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?

Yes, you and your household members can call. Ask for Holman's Legal and Financial Services. Phone call discussions are at no cost to you. You can speak with a financial counselor. You can also speak with a legal counselor. If needed, more legal discussions will be offered at a 25% discount. 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 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 household members can log on to HolmanGroup.com. A wealth of information is available. Some of the items you will find include:

- Reading materials on health issues
- Webinars and links
- Email a Holman department
- Request form to see a counselor

