Telephonic and Web-Video Consultations

When life gets you down, where do you turn? Your EAP is here to help 24/7. Our services are confidential and they're paid for by your employer. There's no cost to you.

When you call us, an intake representative will talk with you to find out what kind of help you need. If it's an emergency, we'll connect you to a clinician immediately. If you need to talk about a personal, work-related or family problem, consider a phone or web-video consultation with an MHN clinician.

Help when and where you need it

Phone and web-video consultations with our licensed clinicians make it easy to get the help you need. They're:

- Quick – Appointments are usually available within three days of your initial call, often on the same day.
- Flexible – Morning, evening and weekend appointments let you get help without disrupting your schedule. Consultations range from 15-50 minutes depending on your needs (initial appointments are typically 45-50 minutes).
- Convenient – You choose a private location where you'd like to talk, with no worries about traffic, parking or arranging for childcare. (For our members' safety, clinicians will not conduct a session while the member is driving.)

How do phone and web-video consultations work?

Make an appointment by calling MHN at the toll-free number listed on this flyer. When you schedule a web-video appointment, you'll receive an email with all of the details you need to connect. If you have a computer or smart phone with a web camera you're probably set to go!

Our clinicians specialize in behavioral coaching. They can help you develop a reasonable goal and an action plan for meeting that goal. At the end of each appointment, your clinician will discuss next steps and (if necessary, and subject to benefit limitations) help you schedule your next appointment.

Is web-video right for you?

Whether you opt for a phone or web-video appointment, you'll speak with a licensed clinician who works out of a private, professional office and follows strict laws governing confidentiality.

The choice between a phone or web-video consultation is a personal one.

Talking on the phone makes it easier for some people to share feelings openly. Phone consultations are easy and convenient – all you need is a phone and a private spot to talk.

(continued)

Web-video consultations take advantage of user-friendly technology that you may already be using to chat with friends or keep in touch with family. If you have a smart phone with web-video capability, this option can be as convenient and flexible as any phone call. Web-video also offers some unique advantages, including:

- The capability for the clinician to send you links and other resources while you talk, for reference during your consultation or afterwards.
- Visual cues to enhance understanding and foster a more personal connection.

The best time to call

As always, the best time to call your EAP is before your issue turns into a serious problem. And if you're unsure about which type of appointment is best for you, don't worry. We can help you decide. Remember, MHN is here for you 24/7.

Need help?

Call toll-free, 24 hours a day, seven days a week:

(800) 227-1060

TDD: (800) 327-0801

or visit us at: members.mhn.com

company code: **cityofsacramento**

You are entitled to multiple telephonic or web-video consultations as needs warrant, per incident, per calendar year and 5 face-to-face clinical counseling sessions per incident, per calendar year.

Sharyl Barney
We serve members from behind the scenes.

We speak your language!
When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

¡Hablamos su mismo idioma!
Cuando llame a MHN, podrá usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a las citas con usted, sin cargo alguno, en caso de que necesite ayuda para comunicarse con los médicos u otros proveedores.

我們說您的語言！
您致電 MHN 時，我們可提供 170 多種語言的免費傳譯服務。我們還聘用了翻譯人員，如果您需要翻譯人員幫助您與醫生或其他醫療服務提供者進行交流，該翻譯人員可以與您一道參加約診，該服務為免費提供。

© 2011 Managed Health Network, Inc. All rights reserved.

MHN
A Health Net Company℠