What is an Employee Assistance Program (EAP)?

CONCERN: EAP is your County-sponsored benefit plan designed to provide you and your family with resources to help with everyday problems, such as: finding available dependent care, financial and legal concerns, how to find help for aging parents, counseling for stress, grief, or personal relationships, and much more.

How much will it cost me?

There is no cost to your or your family for covered services under the EAP benefit, which is paid by the County of San Mateo. A portion of the benefit plan includes initial free consultations and referrals, but not services (for example, a 30-minute legal consultation is free, but if you retain the attorney, you would get a 25% discount off hourly fees).

What does the Employee Assistance Program (EAP) cover?

The EAP is a comprehensive benefit designed to provide resources for a wide range of personal issues at every stage of life, anywhere across the U.S. Some of these resources include:

- Financial consultations - Includes up to two 30-minute telephonic sessions per issue with a financial coach on almost any financial topic (like debt management, taxes, financial planning for college or retirement, etc.). 25% discount on tax preparation.

- Identity theft consultation - Includes up to a 60-minute telephonic session with an ID theft resolution expert for advice on placing fraud alerts, freezing credit, filing police reports, and ID theft prevention. ID theft restoration services are not included.

- Legal consultations - Includes one 30-minute telephonic or face-to-face session per issue with an attorney in any state for most legal concerns (litigation against any employer or health plan is excluded); 25% discount on hourly fees if attorney retained.

- Childcare consultations and referrals - Personalized, qualified referrals for resources related to parenting or child care needs. Starting with a telephonic consultation, you will receive up to (3) qualified referrals, along with educational tips and guidelines for making an informed decision. For expecting parents, a pre-natal kit is sent on request, which includes a pregnancy journal, 3 reference books, a bib and a onesie—at no cost.

- Eldercare consultations and referrals - Speak with an eldercare specialist by phone that will provide you and your family with expert guidance and referrals to personalized resources when you are dealing with an aging parent. You’ll also receive a valuable reference book, “How to Care for Aging Parents,” at no cost.
• Convenience resources and referrals – For daily living needs, like finding a veterinarian or pet-friendly vacation spots; relocation services, transportation needs, vacation travel, and much more. Referrals are provided but actual services are not covered.

• Confidential counseling with licensed marriage and family therapists – Up to (5) private sessions with a licensed counselor per plan member, per issue are included at no cost. Members can seek help for a wide range of personal issues that include stress, grief and loss, marriage and family conflicts, divorce, substance and alcohol abuse, and other emotional issues. Substance and alcohol issues provide up to (10) sessions. Confidentiality is protected by strict laws surrounding privacy and non-discrimination.

Who is eligible for the Employee Assistance Program (EAP)?

All San Mateo County employees are eligible to use the EAP program, except seasonal temporary and extra help workers. Immediate family members are also eligible, including your spouse or domestic partner, your children and/or your domestic partner’s children, and young adult dependents up to age 24.

When does my coverage begin?

Your coverage begins on your date of hire as long as you are an eligible employee or employee dependent of San Mateo County.

How does enrollment in the EAP work?

You and your immediate family are automatically enrolled in the EAP program, there are no forms needed to complete the enrollment process. No additional steps are necessary.

How do I contact CONCERN: EAP to use my benefits?

Accessing your benefit is quick and easy. You can call CONCERN toll-free any time during the day or night (1-800-344-4222). You may also go online and complete a request for services form at www.concern-eap.com. The form is available from the home page under Forms at the top of the page; or from numerous links in the Employee section (green tab) of the website.

Is there an online member resource center?

Yes, LifeAdviser is your online member center for work/life balance education and resources, articles, videos, financial calculators, health and wellness topics, risk assessments, trainings, and much more. Log into LifeAdviser from the CONCERN website (www.concern-eap.com). One-time registration is needed—the Company Access Code is sanmateocounty.
During the registration process you will be asked to create your own private user name and password that you will use to log into the site for the future.

**What is not covered in my EAP benefit plan?**

The EAP benefit is designed to cover a wide range of everyday problems we all face. It is not a medical plan, and licensed counselors are not doctors. Therefore, inpatient treatment of any kind is not covered; prescription drugs; treatment for autism; psychological testing; sleep or eating disorders; fitness-for-duty evaluations are all excluded. Other exclusions that apply are listed in the benefit plan document, Evidence of Coverage.

**What if it’s an emergency?**

If you are in a non-life threatening crisis, call CONCERN anytime of the day or night to reach a counselor that will assist you (1-800-344-4222). For life-threatening emergencies, please call 911 or go to the nearest hospital emergency room.

**How does the counseling benefit coordinate with my medical plan coverage?**

The counseling benefit in the EAP plan is separate from any mental health benefit coverage you may have in your medical plan. If you and your CONCERN counselor determine you need additional treatment that may be covered under your medical plan, the counselor will help you transition to the medical plan.

**Will my employer, manager or co-workers know that I contacted the EAP?**

Not unless you tell them. In accordance with state and federal laws, all information disclosed to a CONCERN counselor is confidential and can only be released with written consent or as may be required by a court order. The law mandates counselors to report required information to appropriate authorities under the following circumstances:

- When there is thought to be danger of committing suicide
- When there is reasonable suspicion of child, dependent or elder abuse
- When there is a threat of serious harm to oneself or others