

EMPLOYEE ASSISTANCE PROGRAM

January 2020

Southern California Conference offers an employee assistance program for employees who are enrolled in the Conference healthcare plans. Information on the various assistance plans of this program are provided below. Use the correct claim form for each plan and send to the address on the form.

Alternative Health Care Plan

The Conference recognizes the potential value and benefits of alternative health care and lifestyle enhancement programs. Maximum assistance level is \$2,500 or 50% of the treatment costs for the patient, whichever is less. There is no reimbursement for travel expenses, lost wages or companion's expenses. **Pre-approval for reimbursement must be obtained from HR before starting treatment.** Use *Section 105 Claim Form-Specialty Plan*.

Dental Implant Assistance Plan

The Conference provides dental implant assistance to employees and eligible family members who are covered by the MetLife dental plan. The assistance amount is a reimbursement at 60% of employee's PPO co-insurance payment or HMO co-payments. For out-of-network dentist, the assistance amount will be at 50%. Pre-authorization is required. Proof of payment and the explanation of benefits (EOB) statement from MetLife website are required for any reimbursement. Use *Section 105 Claim Form-Specialty Plan*.

Mental Health/Counseling Plan

To qualify for any financial assistance from the Conference on mental health and counseling sessions, please take the following steps in order:

1. Contact LifeWorks, employee assistance and wellness program to help you manage personal and work issues. Consultants are available 24 days, 7 days a week, 365 days a year to talk about practical solutions on issues that matter to you in your life, health, family, and work. To access these services call 888.319.7819 or go to www.metlifeeap.lifeworks.com, user name: metlifeeap and password: eap . Services provide for 5 face-to-face sessions per issue per year. In addition, services include 24/7 access to online resources on life, family, health, money and work topics.
2. Contact Optum (UHC) Employee Assistance Program at 888-887-4114 for free confidential support services. If longer-term assistance counseling sessions are required, you will be directed to UHC provider network.
3. Financial assistance from the Conference may be available by submitting supporting documentation from LifeWorks along with proof of payment and explanation of benefits (EOB) from UHC. The assistance amount is a reimbursement of 80% of employee's *eligible* receipts expenses. Complete the *Section 105 Claim Form-Specialty Plan*.

Reimbursement on PPO Medical Plan

Please see document on reimbursements on plan deductibles and copays on the PPO medical plan. Use *Section 105 Claim Form-Deductible*.