

EMPLOYEE ASSISTANCE PROGRAM

2021

Emotional Support Assistance

A. For Employees covered by Southern California Conference (SCC) medical insurance plan

Employees who are on SCC Anthem Blue Cross plan and qualify for any financial assistance from the Conference on mental health and counseling sessions, please follow the steps below in order:

1. Contact Prudential, 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 **800.311.4327** or go to www.guidanceresources.com, Your company Web ID: GEN311. 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. Financial assistance from the conference may be available by submitting supporting documentation from Prudential along with proof of payment and explanation of benefits (EOB) from Anthem. Assistance is then applied to the conference's deductible and copayment reimbursement program. The employee's net payment is finally applied to the specialty reimbursement plan for a reimbursement of 80% of employee's *eligible* receipted expenses. Complete the *Section 105 Claim Form-Deductible & Copayment Plan and if needed, Specialty Plan*.

B. For employees using a non-SCC medical insurance plan, please call check with your own insurance plan administrator. Please note that Los Angeles County Department of Mental Health also offers a Help Line at 800-854-7771 or text "LA" to 741741.

If you have further questions, please contact SCC Human Resources at hr@sccsda.org or 818-547-8415.