

EMPLOYEE ASSISTANCE PROGRAM

2020

Emotional Support Assistance

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

Employees who are on SCC UHC 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 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 to register/sign in at www.myuhc.com.
3. Financial assistance from the Conference may be available by completing the online application form and submitting supporting documentation from LifeWorks together with Proof of Payment and Explanation of Benefits (EOB) from UHC. The assistance amount is a reimbursement of 80% of employee's *eligible* received expenses. *Use Section 105 Claim Form-Specialty Plan.*

B. For employees using a non-SCC medical insurance plan, please call the Optum Emotional Support Helpline at 866-342-6892 or 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.