



COUNTY OF HUMBOLDT
HUMAN RESOURCES & RISK MANAGEMENT
825 5th Street, Suite 100, Eureka, CA 95501-1153
Personnel Services Main Line: (707) 476-2349
Risk Management Services Main Line: (707) 268-3669

County of Humboldt EAP FAQ's

1. What is the Employee Assistance Program (EAP)?
A: The Employee Assistance Program (EAP) is a confidential counseling and referral service offered by the County of Humboldt to employees to support their well-being in the workplace and in their personal lives.
2. Is there a fee to access services?
A: No, there is no fee to access the EAP.
3. Is it confidential?
A: Everything you share with the EAP is confidential, except in cases where a threat of harm to self or others is made.
4. Who is eligible to access EAP services?
A: All benefit-eligible employees and their direct household members are eligible for services. Household members can include spouse/partner, children, parents, parents-in-law and more.
5. How many sessions are covered under the County's EAP?
A: The County's EAP plan offers five (5) in-person sessions, per incident, per year.
6. What types of problems/issues are available through Anthem EAP?
A: The EAP can help you address a variety of work and personal issues, such as stress, depression, anxiety, financial and legal concerns. The EAP can also help with daily living resources, such as daycare and eldercare referrals, pet sitting and more.
7. What are Anthem EAP's Business Hours?
A: Anthem EAP is available 24/7, 365 days a year at (833) 954-1067 and www.AnthemEAP.com.
8. How do I contact Anthem EAP if I need assistance?
A: You can call Anthem at (833) 954-1067. You can also visit their website at www.AnthemEAP.com and enter EIAEAP.
9. When does the Anthem EAP start?
A: Employees, and their household members, can start accessing EAP services through Anthem on January 1, 2021. The County's current provider, MHN, will continue to offer services through December 31, 2020.

10. What happens if I am currently seeing a counselor through MHN?
A: If you are currently utilizing services through MHN, continue to see your provider until you have exhausted your pre-authorized three (3) sessions. If you need to continue services, call Anthem EAP to get authorized for sessions and connect with a contracted provider. All members seeking services after January 1, 2021 will need to call Anthem EAP for authorization.
11. How can I find out if my current or preferred provider is in the Anthem EAP network?
A: Local provider information is available by calling Anthem at (833) 954-1067 or visit the website at www.AnthemEAP.com.
12. Can I request my provider be added to the Anthem EAP network?
A: Yes. If your current or preferred provider is not in the Anthem EAP network, please contact Human Resources and provide the provider's name, address and phone number. Human Resources will request Anthem's Provider Relations contact the provider to see if they will join the network. Please note that participating in the EAP network is completely voluntary and providers will join at their own discretion.
13. If I utilize a provider not in the Anthem EAP network, will I be reimbursed for my out-of-pocket costs?
A: No. You must use Anthem contract providers to receive your free five (5) sessions. The EAP plan will not cover sessions for providers not participating in the Anthem network.
14. Will my medical plan cover any out-of-pocket costs not covered by the EAP?
A: Maybe. For members enrolled in an Anthem HMO or PPO medical plan, additional care may transition to the medical plan, resulting in the medical plan paying a portion (or more) of the cost (depending on the medical plan design). Members who are enrolled in a non-Anthem PPO medical plan may have coverage after EAP sessions are exhausted while non-Anthem HMO medical plans typically do not cover services. Please contact your medical plan to confirm coverage.
15. Does Anthem EAP include virtual visit offerings?
A: With Anthem EAP, you have access to virtual visits through LiveHealth Online. You can access LiveHealth Online by visiting the website at www.livehealthonline.com or by downloading the app from the Apple or Google app store.
16. Who do I contact if I have additional questions?
A: If you have additional questions, you can call Anthem EAP at (833) 954-1067 or by visiting the website at www.AnthemEAP.com. You can also contact Human Resources – Risk Management Services at (707)268-3669 or email at riskmgmt@co.humboldt.ca.us