

Employee Assistance Program
Summary Plan Description
Language

Through a contract with United Behavioral Health (UBH), Franklin County Cooperative Health Benefits Plan offers an Employee Assistance Program (EAP) benefit. The EAP benefit is available to you and your eligible dependents twenty-four (24) hours/seven (7) days a week. Benefits can be accessed by calling 1-800-354-3950 or via liveandworkwell.com (access code EAP), our state-of-the-art website. All services are confidential and in accordance with federal and state laws.

The EAP offers the following benefits:

- Assessment, consultation and problem solving
- Risk screening and crisis intervention
- Advocacy to help you address your situation
- Referral to a licensed network practitioner for 8 counseling sessions at no charge per member, eligible dependent and/or any household members per problem per year (based on clinical necessity)
- Referral to community resources
- Educational materials specific to issue
- Legal consultation from a licensed attorney
- Mediation services
- Financial counseling from a credentialed financial professional

In order to receive EAP benefits, all services must be pre-certified and provided by UBH network practitioners. When you call UBH, you will speak with a mental health professional who will refer you to a licensed practitioner in your area. If care is needed after the initial EAP sessions, the member may be referred for additional care by the practitioner as follows:

- Medical plan participants may be referred to their benefit plan with FCCHBP.
- Members who do not have insurance coverage under the FCCHBP may continue privately with the UBH provider at a discounted rate.
- Members may be referred to other appropriate community resources.

When you receive care through the UBH network, you have no claims to file. The UBH practitioner will handle the paperwork for you.

If you have questions about your EAP benefit, you may contact the UBH Member Services Department at 1-800-354-3950, Monday through Friday, 6:00 a.m. to 5:00 p.m. (PST).