

Employee Assistance Program

For

State of Indiana Employees



Effective January 1, 2025

INTRODUCTION

The State of Indiana (“Sponsoring Employer”) has contracted with Optum Health to provide an Employee Assistance Program (the “EAP”) for the benefit of its full-time employees and their household members.

The EAP is a confidential personal consultation program designed to help you and your family members address personal challenges more efficiently and effectively. Under the EAP, you can obtain help 24 hours a day, seven days a week, 365 days a year, via a toll-free telephone number 1-800-886-9747, for crisis counseling and to obtain referrals to EAP counselors and other community resources.

It is important that you carefully review this document to understand the benefits which are available to you through the EAP, as well as your responsibilities to ensure that you are able to receive all the benefits for which you are eligible. This document has been written so that it is not just a summary of EAP benefits, but also the plan document, which together with the underlying EAP Contract between the State and Optum, can be used to understand and administer the benefits provided by the EAP.

Eligibility

All full-time State of Indiana employees are automatically enrolled in the EAP as of their first day of work.

Your family members who reside in your household are also eligible for EAP services during the same period you are eligible for EAP services. Family members include your spouse, children, or other members of your household.

Employees and their household members may continue to utilize EAP services for up to 36 months after the end of their full-time employment.

Employee Cost

The Sponsoring Employer pays the full cost of the EAP services. You are not required to make any payment for the services provided by the EAP.

What the EAP Covers

Dedicated Helpline: Access to master’s level EAP specialist available 24/7 for confidential support and connection resources

Assessment and Referral: Telephone assessment of your need for appropriate EAP resource referral. Referrals given in connection with EAP services are not endorsements or guarantees for the programs or providers to which you are referred. You are encouraged to discuss any concerns about resources with your EAP provider, but if you feel that you did not receive an appropriate referral, please contact Optum.

Short-Term Counseling Model: Counseling is available in-person or virtually for employees and family members; up to 8 sessions per issue in the same 12-month period.

The EAP provides personal consultation services to assist you and your family members in resolving a range of personal problems, including, but not limited to:

- work-related stress
- communication issues
- marital/family conflicts
- domestic violence
- depression and anxiety
- substance use
- parenting
- legal/financial difficulties
- grief and loss
- dependent care
- gambling
- anger management
- other similar personal problems

Financial Assistance: Two 30-60 minute telephonic consultation with a money coach and a number of financial resources, calculators and information on ID Theft are found on www.liveandworkwell.com.

Legal Assistance: Legal services include one 30-minute consultation per personal legal matter with an attorney, plus a 25% discount for ongoing services. Exclusions include employment and health insurance issues.

Family Resource Service: Online resources and national provider directories are available for child and elder care services.

Interactive Web-Life/Wellness: On-line services for the EAP and comprehensive work-life resources are available for issues, including the following:

- Mental & Behavioral Health resources
- Substance use resources
- Lifestyle Management: Weight Management
- Lifestyle Management: Stress Management
- Lifestyle Management: Smoking Cessation
- Lifestyle Management: Anger Management

- Adoption resources
- Parenting resources
- Identity theft resources
- Temporary housing resources

The Calm app - help to stress less and feel better: Get meditations, breathing exercises, Sleep Stories, daily tips and more. All designed to help you stress less, sleep more and live mindfully.

Therapy made easier with Talkspace: Connect 1:1 with a licensed therapist right from your phone in live sessions.

Plan Limitations

Your EAP does not provide or pay for:

- Psychological testing or other psychiatric services
- Education testing
- Medical care, including services for a condition that requires psychiatric treatment
- Inpatient, partial hospitalization, or intensive outpatient treatment
- Services by providers who are not part of the Optum EAP provider network
- EAP sessions that were not accessed through Optum EAP's toll-free telephone number
- Pharmaceutical care, medication, or medication management. If you have any condition for which medication is required, you must see a doctor to prescribe the medication and oversee your use of the medication.
- Court-mandated counseling, evaluations required by a state or federal judicial officer or other governmental official or agency or to be used in legal actions of any kind (for example, child custody proceedings)
- Testimony in legal proceedings, creation of records for legal proceedings or other preparation for legal proceedings
- Guidance on workplace or legal issues when you sue, or threaten to sue, the Sponsoring Employer
- Any counseling services past 8 visits for any issue in a single 12-month period
- Tax preparation services or comprehensive tax preparation assistance

Accessing EAP Services

To access EAP services, you must call Optum EAP at 1-800-886-9747 or go online to www.liveandworkwell.com and enter access code: Indiana. Optum customer service representatives and care managers are available to take your call 24 hours a day, 365 days a year.

Confidentiality

The EAP is designed as a confidential program and Optum EAP is committed to protecting your privacy. The discussions you have with your EAP counselor will not be disclosed to anyone without your written consent, except in the specific instances required or permitted by law (for example, where child abuse or elder abuse must be reported). You are encouraged to discuss the rules of confidentiality (and the exceptions) directly with your EAP counselor. A statement describing Optum EAP's policies and procedures for preserving the confidentiality of your EAP records is available on its website and will be furnished to you upon request. Optum EAP provides information to the Sponsoring Employer to be used in the administration of the benefit for functions such as billing and program performance monitoring. Optum EAP may provide information to the Sponsoring Employer's health plan data analysts to use in the administration of the benefit for functions such as payments, program performance monitoring, and health care operations.

Complaint Procedures

If you have any complaints about services under the EAP, you should contact Optum EAP at 1-800-886-9747.

If you believe you have been improperly denied eligibility to use the EAP, you can contact the Benefits Hotline at 1-877-248-0007, Monday through Friday from 7:30 am to 5 pm EST or via email at SPDBenefits@spd.in.gov.

Termination of Coverage

Your coverage and the coverage of your family members will end on the earliest of:

- For you and your family members, thirty-six months after your termination of employment for any reason or after your employment position or status changes so that you are no longer eligible under the EAP;
- For your family members, thirty-six months after he or she ceases to be your eligible family member;
- For you and your family members, the date specified in any EAP plan or contract amendment resulting in loss of eligibility; or
- For you and your family members, the date the EAP is terminated.

General Information

Plan Name

State of Indiana Employee Assistance Program

Plan Sponsor and Plan Administrator

State Personnel Department, Benefits Division
402 W. Washington St., Rm @161
Indianapolis, IN 46204
317-232-1167

Effective Date

January 1, 2022

Plan Year

Calendar Year

Changing or Ending the EAP

This Plan may be modified and amended at any time by the Sponsoring Employer.

Official Plan Documents

The underlying EAP contract, between the State and Optum, also documents how the EAP will be administered and interpreted.

Questions

If you have any questions about your EAP, you should contact the Benefits Hotline at 1-877-248-0007, Monday through Friday from 7:30 am to 5 pm EST or via email at SPDBenefits@spd.in.gov.