

# **Alyeska Pipeline Service Company**

## **Employee Assistance Program**

Occasionally everyone has problems that become hard to handle alone. That's why Alyeska Pipeline offers an Employee Assistance Program (EAP), through **Magellan Behavioral Health**. The EAP is a confidential, pre-paid assessment, counseling (up to 8 sessions, per problem, per year), and referral service designed to provide you and your family with assistance in managing everyday concerns. To help you understand how the EAP can help you to be at your best, we have addressed some of the most commonly asked questions about the program.

### **Who can use the EAP?**

Full & part-time Alyeska Pipeline Service Company employees and their dependents, as well as household members, are eligible.

### **What are some of the typical concerns for which people contact the EAP?**

People use the EAP for a wide range of issues, including:

- Job or work STRESS, burnout
- Parenting issues
- Alcohol or drug abuse/dependencies
- Marital or relationship problems
- Anxiety or depression
- Dependent care needs
- Anger management
- Coping with change
- Self-esteem issues
- Grief or bereavement
- Legal and financial concerns
- Health, wellness & lifestyle issues

### **Is the program really confidential?**

All EAP records and services are treated with the strictest confidence. The personal information that you share with your counselor is confidential, unless you sign an authorization to disclose information, or if the law requires disclosure to maintain health and safety.

### **When should I contact the EAP?**

You can call the EAP any time you want help working out a personal problem. The philosophy of the EAP is that problems are most effectively handled before they become serious. The key is to get assistance as soon as a problem begins affecting your work or personal life.

### **How much does using the EAP cost?**

Alyeska Pipeline has pre-paid the cost of this service, so there is no cost to you. In the majority of cases, problems can be resolved within the scope of the assistance provided by the EAP. However, if the situation requires help beyond the scope of the EAP, your counselor will work with you to find an affordable solution. If you use any resources outside of the EAP, you will be responsible for any associated fees. The decision to use outside resources is left up to you.

### **Can I access any services on the web?**

Yes, visit <https://member.magellanhealthcare.com> for EAP information, self-assessment tools, wellness tips, provider searches, discount savings center, and more.

### Are legal and financial resources part of the EAP?

- Yes, you can access by calling the main EAP number (phone numbers below).
- One-hour legal or financial consultations are provided free of charge.
- If you need additional legal assistance, you may retain an attorney from this program at 25% discount of their usual fees. You always have the option to find your own attorney.
- In addition, <https://member.magellanhealthcare.com/> has additional legal and financial resources.

### What services are available for work/life balance issues?

Employees and covered dependents may call Magellan's toll-free number to access a professional care consultant who can assist you with the competing urgencies of family and work issues such as:

- **Child Care & Parenting** – identifying child care centers, family child care homes, in-home agencies, pre-kindergarten, before-and after-school programs, camps, and more.
- **Adult Care & Aging** – finding active adult communities, meal services, long-term care facilities, adult day care, transportation services, long-distance care giving, and more.
- **Education & Career Development** – finding parochial, independent and boarding schools, teen internship and volunteer programs, tutoring, undergraduate colleges and services, graduate schools, financial aid resources, and more.
- **Daily Life** – finding resources & services for chronic conditions, relocation services, automotive, home, pet care, time management, fitness centers/gyms, weight loss programs, etc., and much more.

### For More Information

Representatives are available to answer your questions 24/7/365 – anytime!

**Magellan**  
HEALTH<sup>SM</sup>

1-800-478-2812