

EMPLOYEE ASSISTANCE PROGRAM (EAP)

If you are an **eligible employee**, you and your dependents are automatically **covered** under the **Employee Assistance Program**. This program applies even if you waive medical coverage.

The program provides prepaid, confidential counseling and referral resource coordinated through **Magellan Health Services** (see “Important Contacts”). Services are available 24 hours a day, seven days a week to help you and your family successfully deal with life's problems and challenges. **EAP** services are limited to five office visits per problem or concern, per calendar year.

If more than five sessions are needed, **covered** persons will be referred to the mental health program identified by their medical option, as applicable. Services rendered by other health providers/professionals may be covered under the employee's medical option (see “Mental Health and Chemical Dependency Program”).

The **Employee Assistance Program** is always there for you — even if you need help in the middle of the night, over the weekend, or on a holiday. Just call (see “Important Contacts”). You may call **Magellan**:

- For a telephonic consultation about your problem with a **Magellan EAP** consultant,
- If you are in crisis,
- For a referral to a **Magellan EAP network provider** for an office visit,
- If you have a service issue with a **Magellan EAP network provider**, or
- To obtain information about your **EAP** coverage.

Getting Help Online

You and your dependents can access information through **Magellan's** secure Web site at www.MagellanAssist.com. Through this Web site, you and your dependents can access information such as:

- A listing of Avaya specific benefits and services
- Helpful health and wellness tips
- Tools and calculators

- Self-screening tools
- Links to community resources
- Online self-referral.

To access the Web site for the first time, go to the “Member Sign In” box and click on “New or unregistered user”. When prompted, type in Avaya’s toll-free **EAP** number, 877-804-9753.

Self-Directed Screening for Alcohol Misuse and Depression

There may be times when you need help dealing with alcohol misuse or depression but do not feel ready to speak directly with a counselor. Instead, you may simply be looking for another confidential way to access information.

Accessing the self-screening system is easy, convenient and confidential. U.S. employees can call a toll free number and by following the voice prompts are able to take either an alcohol issue or depression self-directed screening. International employees can log on to www.MagellanAssist.com to access a web-based self-screening system.

The screening system also provides access to an educational library on key behavioral health items. Articles can be printed off the Web, or if you are accessing the system via the telephone, you can request that an article be faxed to you.

If you find yourself needing answers to your questions about depression or alcohol misuse, please access the **Magellan’s** Self-Screening System. To access:

- U.S. employees call 1-866-876-4975
- International employees log on to www.MagellanAssist.com. First time users click on “New and unregistered users” in the “Member Sign In” box and when prompted, enter Avaya’s toll-free **EAP** number, 877-804-9753.