



MEMBER ALERT
EAP Provider Announced
May 9, 2023

Effective July 1, 2023, Optum will replace MHN as our EAP provider.

Examples of EAP services include:

- 24/7/365 access to help for employees and their household members
- Virtual and face-to-face counseling
- Management consultation and referral services
- Legal counseling and mediation services
- Financial consultations
- ID theft support
- Critical incident response services
- Training and development for managers and employees

We will be reaching out to our member EAP liaisons over the next two weeks to check for any questions or concerns they may have regarding this transition. Your district will be receiving informational materials to promote the new program before July 1. We also encourage you to inform your employees of the change so if they are currently seeing a counselor, they can determine if their counselor is with or will be changing to Optum, or if they will need to secure a new counselor.

If you have any questions regarding this transition, please contact Denise Schreiner at DeniseS@nbsia.org or (707) 428-1830 x106.