

City of Alameda EAP FAQ – New EAP provider (Concern)

1. What is the Employee Assistance Program (EAP)?

A: The Employee Assistance Program (EAP) is a confidential counseling and referral service offered by City of Alameda for employees to support their well-being in the workplace and in their personal lives.

2. Is there a fee to access services?

A: No, there is no fee to access the EAP.

3. Is it confidential?

A: Everything you share with the EAP is confidential, except in cases where a threat of harm to self or others is made.

4. Who is eligible to access EAP services?

A: All benefit-eligible employees and their household members are eligible for services. Household members can include spouse, children, parents, parents-in-law and more.

5. How many sessions are covered under the City of Alameda's EAP?

A: City of Alameda's EAP plan offers ten (10) in-person sessions, per incident, per year.

6. What types of problems/issues are available through Concern EAP?

A: The EAP can help you address a variety of work and personal issues, such as stress, depression, anxiety, financial and legal concerns. The EAP can also help with daily living resources, such as daycare and eldercare referrals, pet sitting and more.

7. What are Concern EAP's Business Hours?

A: Concern EAP is available 24/7, 365 days a year at (800) 344-4222 and www.concernhealth.com.

8. How do I contact Concern EAP if I need assistance?

A: You can call Concern at (800) 344-4222. You can also visit their website at www.concernhealth.com.

9. When does the Concern EAP start?

A: Employees, and their household members, can start accessing EAP services through Concern on July 1, 2023. The City's current provider, MHN, will continue to offer services through June 30, 2023.

10. What happens if I am currently seeing a counselor through MHN?

A: When a “New EAP Provider” is available to members now, all services through MHN will terminate June 30, 2023. If you are currently utilizing EAP services provided by MHN prior to July 1, 2023, then you can continue to work with MHN counselors.

If EAP services/sessions are in between the transition, you can do the following to ensure EAP coverage is continuous:

- a. Reach out to Concern EAP if current counselor is under the network
- b. Seek new provider under the new Concern network

11. How can I find out if my current or preferred provider is in the Concern EAP network?

A: You can call Concern at (800) 344-4222 or visit the website at www.concernhealth.com.

12. Can I request my provider be added to the Concern EAP network?

A: Yes. If your current or preferred provider is not in the Concern EAP network, please contact Human Resources and provide the provider’s name, address and phone number. Human Resources will request Concern’s Provider Relations contact the provider to see if they will join the network. Please note that participating in the EAP network is completely voluntary and providers will join at their own discretion.

13. If I utilize a provider not in the Concern EAP network, will I get reimbursed for my out-of-pocket costs?

A: No. You must use Concern contract providers to receive your free ten (10) sessions. The EAP plan will not cover sessions for providers not participating in the Concern network.

14. Will my medical plan cover any out-of-pocket costs not covered by the EAP?

A: Maybe. Members who are enrolled in a PPO medical plan may have coverage after EAP sessions are exhausted while HMO medical plans typically do not cover services. Please contact your medical plan to confirm coverage.

15. Does Concern EAP include virtual visit offerings?

A: With Concern EAP, you have access to virtual visits through Betterhelp. More information will be available soon.