



Frequently Asked Questions (FAQ): MHN's Enhanced Member Benefits & Services

- 1. When will the new enhanced services take effect, and when can members begin calling a clinician?**

MHN's members will have immediate access to program improvements on **January 1, 2017**. Members will have access to live clinician experts, 24 hours a day, seven days a week, 365 days a year (**24/7/365**) by calling the same 800 number, using the new iConnectYou mobile app, or the LiveConnect instant messaging feature on our website.

- 2. What do members do between now and December 31, 2016 (before the January 1st transition)?**

That's easy! Nothing changes. They should just continue to access their benefits through the 800 access number provided by their employer.

- 3. How will a clinician know what members need?**

Whether accessing services over the phone, or through the iConnectYou app, a qualified Master's-level professional will conduct an in-depth needs assessment, and will discuss any challenges (crisis/immediate *or* long-term) that the member might be facing. If short-term counseling is appropriate, the clinician will coordinate the member's support resources/appointments. A "matched referral" will be with an expert clinician counselor who meets the member's personal needs and preferences.

- 4. Does MHN (or the clinician) share the member's healthcare information with anyone?**

Maintaining client confidentiality is a fundamental requirement for all aspects of our service provision. We will preserve client confidentiality at all times in accordance with the Employee Assistance Professionals Association (EAPA) Code of Ethics, Health Insurance Portability and Accountability Act (HIPAA), other relevant professional guidelines, and the law. The professional management of confidentiality ensures that personally identifiable and sensitive information will be protected from any unauthorized disclosure. We do not disclose the member's use of our services to anyone without their consent, including their employer. The only exceptions might be if a member were to indicate that they are thinking of harming themselves or another person, if there may be potential child or vulnerable adult abuse, or if they have already disclosed their use of the service to their employer.



5. How do members learn more about all of the other enhanced services described in the letter?

Members can visit our website, call us, or connect with us using the iConnectYou app on or after January 1, 2017 to learn more about the enhancements to the program.

6. Will the EAP 800 number, website, or company code change?

No. The way members access the EAP benefit will not change. Members will continue to use the same 800 number, the same website, and the same company code. We will be eliminating the user name and password feature from the website to allow members easier access to content and resources. All they will need to do is use the same company code that has been provided to them by their employer.

7. Why is the iConnectYou app listed under Workplace Options, LLC and not MHN?

Workplace Options is the developer and owner of the iConnectYou app. The app will say MHN when downloaded and used by individual members.

8. Will members continue to have access to a provider list now that a master's level professional will be assisting me with a "Match Referral" and "Confirmed Appointment"?

The goal of the enhancements is to provide our members with best-in-class service centered around the member's overall well-being. We achieve this by conducting an in-depth needs assessment during the initial call, offering first call resolution for those seeking immediate support, or offering a matched referral, confirmed provider availability, and proactive case management to ensure quality for those needing a short-term counseling. Beginning January 1st, it will no longer be necessary for members to call a list of providers "blindly," to wait for call backs from providers after inquiring about availability and trying to secure appointments, or to call MHN back to request authorization numbers. We will do most of the legwork, so that you can focus on what matters most— your health and well-being.

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