

EMPLOYEE ASSISTANCE PROGRAM (EAP)

EAP Summary

The EAP is completely confidential and provided by Magellan Healthcare to assist associates and their household family members in managing life's challenges. The EAP is provided at no cost, and enrollment is automatic on the 1st of the month following 30 days of service.

How to access the EAP

- You may call your EAP at **(800) 789-2273** anytime 24/7/365, and they will help you on the path to connect with the right resource or professional.
- Access the website at Member.Magellanhealthcare.com
 - If you are already registered, click **Sign In** and enter your email and password.
 - To register, click **Sign Up** and search for either **ODP, Office Depot or OfficeMax**. It doesn't matter what you choose – they all provide the same access. Follow the prompts to set up your account. **Note:** If you enter the site as a Guest, you will have very limited access.

Frequently Asked Questions

As we receive additional questions, we will continue to update this document.

Q. Who is eligible for the EAP program?

A. All U.S. associates (both full-time and part-time), and their household family members.

Q. Are EAP services available to Puerto Rico associates?

A. PR associates can call the Magellan EAP program to locate counseling providers and to access the LifeMart Discount Center. PR associates enrolled in Triple-S medical can also access EAP services through Inspira. Review the **Triple-S EAP brochure** or the **Triple-S EAP flyer** in the **myBenefitsHub** Resource Library for additional details.

Q. Are there any age restrictions?

A. Counseling services (via text, chat, phone, or video) are available to individuals ages 13 years and older (ages 13 – 18 require parental consent). For in-person counseling, check with the provider if their office has any age restrictions.

Q. Are all family members eligible to use the EAP and its services?

A. Family members living in the associate's household are able to use all the EAP service, including legal and ID theft.

Q. Is a 60-minute legal consultation available once per year, or per topic/issue?

A. The legal service includes a 60-minute consultation per issue, per year with an attorney or mediation expert via phone or in-person. After your initial consultation, you are eligible for a 25% reduction from the attorney or mediator's normal rate should you wish to retain their services.

ID theft service includes one 60-minute consultation via phone with a Fraud Resolution Specialist and a free ID theft response kit.

The Legal and ID Theft Resource Center provides access to an award-winning, self-help technology platform that enables you to create state-specific legal forms instantly and ready for print. There is also an expansive legal library with hundreds of articles written by legal experts. There is also a tool where you can run a free email scan to see when and where your personal data may have been breached.

Q. How does Lifestyle coaching work? Can they guide you if your goal is relevant to a particular disease, such as diabetes?

A. Yes, Lifestyle coaching can help with personal improvement, healthy eating, weight loss and more! Meet with a coach by phone or video for up to six (6) individual confidential sessions per goal, per year.

Q. How many counseling sessions are available?

A. Up to five (5) pre-paid counseling sessions are available per issue, per year. Sessions are available in person, text, chat, phone, or video.

Q. Are the EAP services attached to my health insurance?

A. Any services received through the EAP are not linked to any of the medical plans, nor do you need to be enrolled in a medical plan to use the services. However, if the counselor or care provider determines that your presenting issue may require additional sessions beyond the five (5) free sessions, they will work with you to find an in-network behavioral health provider based on your medical plan, if applicable.

Q. Are EAP webinars recorded?

A. While EAP webinars are currently suspended due to available resources, all previous webinars were recorded and are available on the internal Benefits Sharepoint website.