

## APSWorkLife.com

In addition to counseling services, the Program also provides you with access to a host of web-based resources and tools, including:

- Self-assessment tools
- Information on stress, relationships, and more
- Skill-building exercises
- And, more!

Through APSWorkLife, you may explore issues in an anonymous, confidential and secure manner 24 hours a day.

Go to: [www.APSWorkLife.com](http://www.APSWorkLife.com)

Enter: WIHEALTH

Your Password: EMAP

## Anytime. Anywhere. Help is Here.

For more information or to make an appointment, call:  
The Employee/Member Assistance Program (Program):

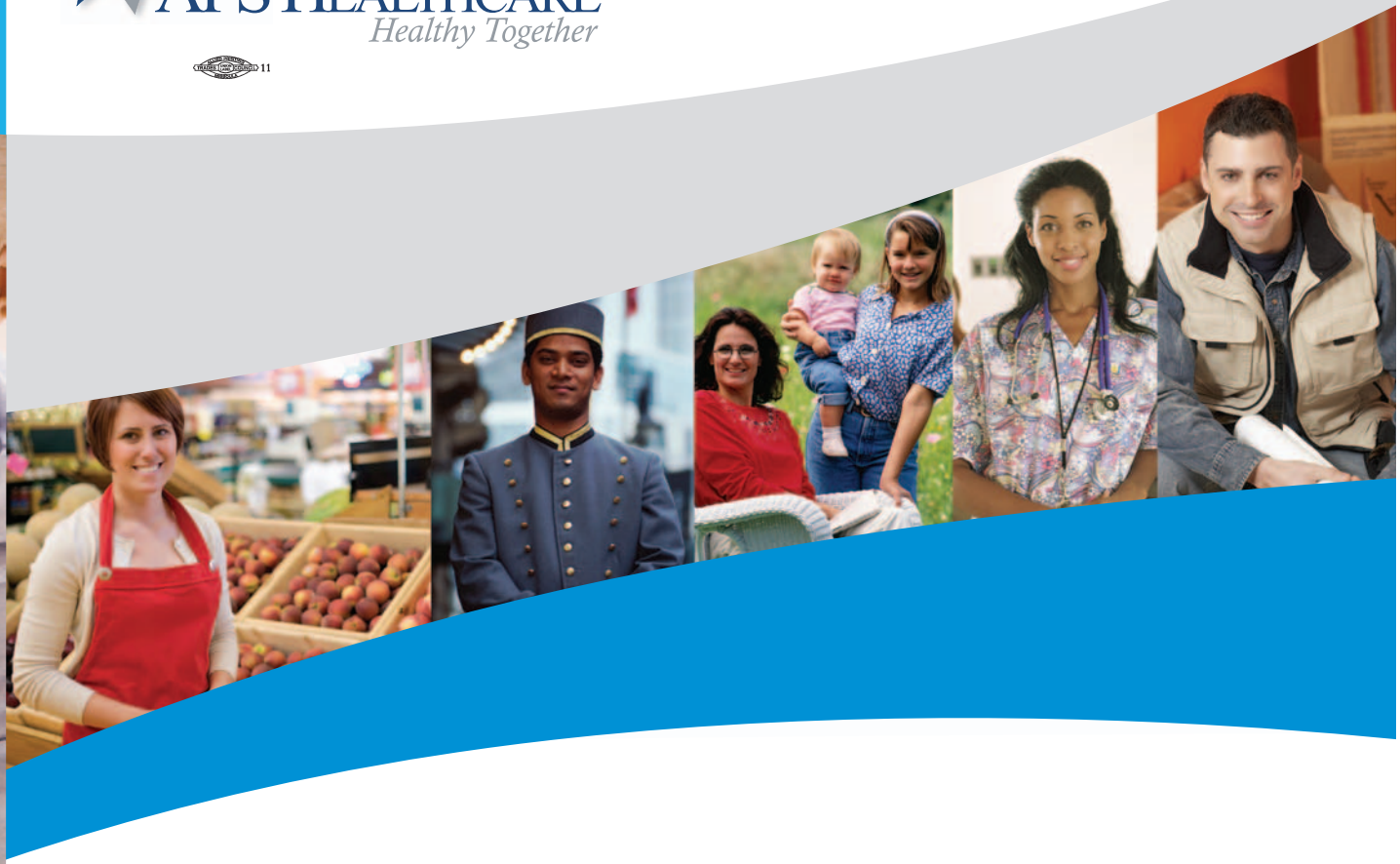
866-262-6788

24 Hours a Day/7 Days a Week

A program administered by:



## Employee/Member Assistance Program and Managed Behavioral Health Care Services



## What is the Employee/Member Assistance Program and Managed Behavioral Health Care Services (the “Program”)?

The Program is a confidential, professional support service and referral system established by Wisconsin Health Fund for eligible participants. It is designed to help you and your family members cope with a wide range of personal and work-related problems such as:

- Aging
- Alcohol/Drugs
- Depression
- Family
- Finances
- Grief
- Legal
- Marriage
- Parenting
- Relationships
- Stress/Anxiety
- Workplace Concerns

The Program has been established to help you resolve personal problems in their early stages. Employee/members and their eligible dependents have access to the Program 24 hours a day, 7 days a week. The Program provides master’s level clinical professionals as the first point of contact for all clinical needs. Program professionals will provide you with a comprehensive assessment and consultation and will act as your advocate to coordinate appropriate treatment for you and your eligible dependents.

As a part of the Program, professionals will personally research and connect you to appropriate referral resources, which may include a Program affiliate, a behavioral health provider, community resources, and/or other Fund-sponsored benefits (e.g., medical, disability, etc.).

## Short-term Counseling Services

As part of the Program, you may receive up to three (3) clinical counseling/treatment sessions with a counselor at

no cost. In order to be eligible for the three (3) visits paid at 100%, participants must be treatment free for six (6) months and care must be coordinated by the Program.

Appointments are scheduled with providers convenient to your work or home and can be scheduled before or after work and on Saturdays. Many problems can be addressed with short-term counseling. However, if you need additional counseling, your professional may refer you to your managed behavioral health care benefit or another resource to meet your needs.

## Managed Behavioral Health Care Services

Your Program also includes inpatient and outpatient treatment for mental health or substance abuse issues. The Program provides assessment, referral and coordination of care for these services to ensure you receive the most appropriate care at the time it is needed.

Participants must contact the Program before receiving services or treatment for mental health or substance abuse problems. To ensure maximum benefit coverage, your treatment must be both pre-authorized by the Program and be provided by an in-network provider or facility. To ensure that you receive quality care, you will be assigned a licensed Care Manager who will coordinate your treatment and monitor your progress. The professional stays personally involved and monitors your progress and quality of care received.

## Confidential, Professional Support Services

Clinical professionals are experienced, caring individuals who hold a master’s or doctoral degree in counseling or a related field. All discussions between you and

your clinical professional are confidential. Information regarding your contact with the Employee/Member Assistance Program cannot be released without your written consent, except in the following situations: by court order; imminent threat of harm to self or others; or in situations of abuse (such as child or elder abuse).

## Is There a Cost for Program Services?

Program services are available at no cost to you. As part of the Employee/Member Assistance Program, you may receive up to three (3) counseling/treatment sessions with a counselor near your work or home prior to utilizing your benefit. There may be times when additional treatment is needed. If treatment is required beyond these services, a majority of services may be covered under your health plan. To ensure maximum benefit coverage, all care must be pre-authorized and coordinated by the Program.

## Who Provides Program Services?

The Employee/Member Assistance Program is administered by Health Management Concepts, Inc., (HMC Companies) in partnership with APS Healthcare (APS). HMC Companies and APS are national specialty healthcare companies committed to providing services that improve the health and well-being of employee/members and their dependents.

HMC/APS has a network of over 34,000 practitioners and facilities. Providers and facilities are selected for our network based on their ability to meet our rigorous credentialing standards as well as demonstrating compliance with care management and quality of care guidelines.

