

Employee Assistance Program (EAP) FREQUENTLY ASKED QUESTIONS TRANSITION OF CARE

What is transition of care?

For purposes of this FAQ, transitional care refers to the coordination and continuity of health care services (counseling through an Employee Assistance Program) during a change from one EAP vendor and their network of providers to another.

Who needs transition of care?

Benefited employees or their dependents who are currently receiving counseling services through Managed Health Network (MHN) under the Employee Assistance Program.

Why do I need transition of care?

The City's contract with MHN expires on December 31, 2022. Services through MHN's provider network will no longer be a covered benefit after December 31, 2022. However, you will continue to receive services from your MHN provider through December 31, 2022. You can continue to access information and resources about the [MHN EAP](#) is on the HR Benefits Website.

What if I already have authorization for counseling sessions from MHN or have appointments scheduled with an MHN provider after December 31, 2022?

Any authorizations given by MHN will expire on December 31, 2022 with the expiration of their contract with the City. If you have any counseling appointments scheduled with an MHN provider after December 31, 2022, you will need to contact the new EAP vendor to transition your care into their network of providers and receive authorization for counseling sessions beginning on January 1, 2023.

Who is the new EAP vendor?

The City's new EAP vendor is Concern.



Concern's main website is: <https://www.concernhealth.com/>

A link to Concern's website specifically for City employees will be provided and available for access with a special code by January 1, 2023. Watch for a Citywide communication the week of December 19, 2022 for more information.

When and how do I need to transition my care?

The City's new EAP is effective January 1, 2023. Prepare to transition your care, starting December 15th, by calling Concern at 800-344-4222 and ask to speak with a clinical manager regarding your transition of care. Concern's clinical manager will work with you and your counselor to ensure that you receive the highest level of care and a smooth transition. Confidentiality will be maintained.

What if I want to keep my current provider?

If your current provider is already in Concern's network of providers, you will be able to continue to see that provider. Reminder: For any counseling sessions after December 31, 2022, you will need to first request authorization from Concern. Any prior authorization from MHN is not applicable under the EAP with Concern, even if the counseling sessions are with the same provider.

What if my provider isn't in Concern's network of providers?

- If you are under the care of a provider who is not already part of Concern's network, Concern is willing to recruit the provider. You can either share your provider information with Concern or your provider can also reach out to Concern directly at 800-344-4222.
- Alternatively, Concern will assist you in finding a new, suitable provider from their network. Providers that match your criteria can also be located on Concern's digital platform. Concern's digital platform will be available for City employees to access by January 1, 2023.

What if I have additional questions?

A Citywide communication with more information about the Concern EAP will be sent out the week of December 19, 2022 ~ please watch for it!

Please reach out to HR Benefits if you have any questions: HRBenefits@sanjoseca.gov.