

Employee Assistance Program Medical Practice Consortium-EAP Services



The **Medical Practice Consortium** offers medical plan subscribers and family members living in their households an Employee Assistance Program with New Avenues, Inc. New Avenues offers confidential counseling through a network of licensed clinicians located close to your home or workplace. These trained professionals are ready to help you deal with family or work/life issues that may be causing your life to feel out of balance.

*All services are strictly confidential and at **no cost** to the medical plan subscriber or family members.*

COMMON QUESTIONS

Who is eligible?

- All MPC medical plan subscribers and family members living in their households.
- Dependents up to age 26, not living in the home of the employee, are eligible if on the employee's health insurance.
- Per Diem, temporary employees, volunteers, and student/interns are excluded.
- Starts when your medical policy starts.
- Eligibility runs through the last day of employment.
- Services will only be covered if the employee calls New Avenues for authorization prior to their first session.

With what types of problems can New Avenues counselors help?

- ◆ Stress ◆ Anxiety ◆ Workplace Issues ◆ Personal Concerns
- ◆ Substance Abuse ◆ Grief ◆ Marriage/Family/Relationship problems

How many counseling sessions do I have?

- There are **5** Face-to-Face EAP sessions per employee family per contract year.
- The contract year runs from **January 1st through December 31st**.

What if I need more than 5 sessions?

Once you have used your EAP sessions, you are responsible for fees incurred for additional sessions. You may choose to continue services under the terms of your medical plan benefit. (See your medical plan SPD for a description of covered services). New Avenues makes every attempt to arrange your EAP sessions with a counselor who is in your medical plan network so you may continue with the same person.

How do I access my face-to-face EAP sessions?

Just call New Avenues at: **800-731-6501** or **574-232-2131**. Select option **#2**. Services are strictly **confidential** and there is **no out-of-pocket cost** to you or to your family members.

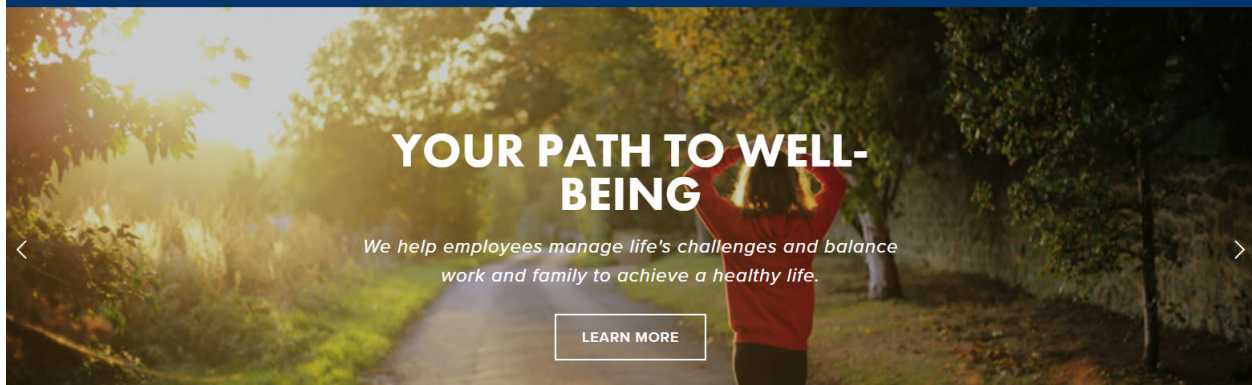
Structured Telephonic Counseling & iCONNECTYOU app for your mobile devices

In addition to face-to-face counseling, New Avenues offers telephonic counseling (855-492-3625) as well as an array of online support services available 24/7. You may also download the iCONNECTYOU App from the App Store (iphone) or Google Play (android) and register using the passcode 34952 to have 24/7 access to mental health professionals.

Visit our website at NewAvenuesOnline.com

New Avenues Toll Free #: 800-731-6501





RESOURCES AVAILABLE at [NewAvenuesOnline.com](https://www.newavenuesonline.com)

WORK-LIFE RESOURCE CENTER: Your **Password** is: **MPC.**

A web-based information center containing a wealth of articles, useful tips, interactive tools and links as well as access to Structured Telephonic Counseling (855-492-3625) offering live counselors that can be accessed 24/7 from the comfort of your home. Don't forget to sign up for the Savings Center, a free program where you will have access to savings of up to 25% on name-brand, everyday, and luxury items. Access the Work-Life Resource Center under the Employee Assistance tab on our home-page.

NEW AVENUES PROVIDER DIRECTORY

A listing of licensed and credentialed counselors and therapists in the New Avenues EAP Network.

NEWS

Articles on a variety of topics, such as Parenting, Child Care, Responsibility, Financial Assistance, that provide tips for improving the well-being of your professional and personal life. Don't miss the monthly featured articles on topics such as: Home Buying, Connecting with your loved ones, Importance of sleep, and Stress relief techniques.

ADDITIONAL AVAILABLE RESOURCES

MEDLINEplus Drug Information A comprehensive guide to more than 9,000 prescription and over the counter medications.

PubMed Click onto Health Information and then Medline/PubMed. PubMed is a service of the National Library of Medicine and provides access to over 11 million citations from MEDLINE and additional life science journals.

Facts for Families from the American Academy of Child & Adolescent Psychiatry Specific to children and adolescents. This site offers information on a number of issues and diagnoses for this age group.

Surgeon General Reports The U.S. Surgeon General's office has produced three landmark reports covering mental health topics. Reports on Mental Health, Suicide Prevention, Children's Mental Health, and Youth Violence can be accessed through this site.

National Council for Alcohol and Drug Abuse Provides education, information, health and hope to the public.

To access these and other helpful links follow the [Resource](#) link under [About](#) at [NewAvenuesOnline.com](https://www.newavenuesonline.com)



Confidentiality Notice:

"New Avenues and the clinical providers in its network are required by law to report any cases of suspected child abuse, elder abuse, or threats of physical harm to one's person or other individuals."

New Avenues Toll Free #: 800-731-6501