

Transition From MHN To ComPsych EAP FAQ's For Members

Please Note: EAP counseling services are 100% FREE. You should never be asked to pay anything out of pocket (co-pay or specialty fee) for your EAP covered sessions. If this is requested of you, please contact SFHSS EAP at: eap@sfgov.org

1. Why are we changing to ComPsych EAP for first responder EAP services?

MHN (through its parent company Centene) has made the decision to leave the Employee Assistance Program (EAP) market effective June 30, 2023.

This decision affects all MHN clients, including the City and County of San Francisco, and will include ceasing all EAP and associated critical incident response services with MHN.

MHN will continue providing mental health services to Health Net CanopyCare HMO members as the mental health arm of Health Net.

EAP services, including critical incident response services, will continue without interruption through our existing EAP services vendor partner, ComPsych.

2. What EAP services will be available under ComPsych?

Active employees and their family members of the San Francisco Fire Department (SFFD), San Francisco Police Department (SFPD) and the San Francisco Sheriff Office (SFSO) will have access to individual, couples, and family counseling. Please refer to #3 for the number of sessions you are eligible for. Additionally, active sworn first responder employees will have the opportunity to access a list of culturally competent clinicians vetted by our first responder departments. First responder departments authorized personnel may also initiate critical incident services with authorized clinicians.

You now have access to additional online resources to support your mental health and well-being. Follow the steps below to get started.

a. Go to guidanceresources.com

b. or click on the QR Code



c. Once on the guidanceresources.com home page, click the **Register** tab.

d. Enter the **Organization Web ID: sfhss** and click the Register button.

- e. Create a **Username** and **Password**.

NOTE: You do not need to use your work email; It is preferred that you use your personal email.

3. How many sessions will I get with a therapist under ComPsych?

You will receive the same number of sessions as with MHN. See chart below:

Number of Sessions	Members Served
8 sessions in a 6 - month period on any one issue.	Police: Police Officers & Detectives at all rank levels Sheriff: Deputies at all rank levels Fire: Firefighters, EMT's, Paramedics at all rank levels Family members living in the same household and dependent children up to age 26.
6 sessions in a 6 - month period on any one issue.	Non-sworn staff members, professionals, and civilians.

4. What phone number do I call to obtain services under ComPsych?

The phone number will remain the same under ComPsych. The phone number is: **(833) 541-2341**.

5. How does my family/household member obtain access to the first responder EAP services?

Your family/household member(s) should also call: **(833) 541-2341** and identify themselves as a family member of a first responder in your department.

6. When can I start using services under ComPsych?

You may start on **May 1, 2023**.

7. I am currently seeing a Specialty Provider therapist under MHN, can I continue to see my therapist?

Some therapists are choosing to not transition over to the new vendor whereas others are. In order to verify if your therapist is in the ComPsych network, please email eap@sfgov.org and provide your therapist's name so an EAP Counselor can verify if they will be able to see you under ComPsych.

8. I am currently seeing a therapist (not identified as a Specialty Provider), can I see them under ComPsych?

Have your therapist contact: Senior EAP Counselor, Jeannette Longtin at jeannette.longtin@sfgov.org or (415) 919-9718. Jeannette will have ComPsych reach out to the therapist.

9. *I am currently seeing a therapist under MHN. Will I be able to finish out my un-used sessions?*

Anyone currently seeing a therapist under MHN will be able to use un-used sessions through April 30, 2023. If you would like to continue working with your therapist after April 30th, you will need to **call (833) 541-2341 on May 1, 2023 or thereafter to obtain a new authorization number under the new EAP vendor, ComPsych.** The new authorization number will allow you to start over with the number of sessions you are eligible for.

10. *Once I receive an authorization number, how long is authorization number active?*

You will have 4 months to use your sessions after receiving your authorization number for any one problem.

11. *Who should I call if I am having difficulties finding a therapist or with the services under ComPsych?*

Contact SFHSS EAP at: eap@sfgov.org or Senior EAP Counselor, Jeannette Longtin (415) 919-9718 or Senior EAP Counselor, Jeff Lintner (415) 919-9613.

WE'RE HERE *For You*