



STATEMENT OF UNDERSTANDING

You have chosen to receive Employee Assistance Program ("EAP") services provided through Anthem Employee Assistance Program (Anthem EAP). EAP services may include an assessment and a referral for appropriate services and/or brief counseling provided by the EAP. Your Anthem EAP consultant will work with you to clarify the nature of specific problem(s) you are experiencing, identify choices, and develop an action plan. Anthem EAP is available 24 hours a day, 365 days a year.

CONFIDENTIALITY

When an individual contacts Anthem EAP or utilizes EAP services, all information will be held confidential and not disclosed outside the EAP unless: (1) the individual authorizes release of information in writing; (2) the individual represents, in the EAP consultant's opinion, a physical danger to self or others; (3) child abuse/neglect, elder abuse/neglect or dependent adult abuse/neglect is suspected; (4) a court order for records is issued; (5) where legally permitted or required by law to disclose the applicable data, and then only to the extent necessary; or (6) to facilitate coordination of care with referrals outside the scope of EAP. Please note that the individual's provider counselor will disclose information and records to the EAP as needed: (a) in order to coordinate EAP services; (b) for quality assurance purposes; or (c) to facilitate payment of the EAP provider counselor. Quality assurance professionals (not employed by the employee's employer) may also examine the individual's file to evaluate the services provided.

If the individual is employed by a company contracted with or regulated by the Departments of Defense or Transportation or the Nuclear Regulatory Commission, Anthem EAP may be required to disclose information about the individual's EAP consultation under the following conditions: a) there is a significant breach of security or safety policies, b) the EAP receives an administrative summons or judicial subpoena or order, c) the individual was referred due to a positive drug test, or d) as further defined by the individual's employer. Anthem EAP does not make routine "adverse information" reports.

VOLUNTARY PARTICIPATION

Whether an individual decides to use the EAP services is the individual's decision in most cases, but the individual will need to discuss potential ramifications for not electing to engage in EAP services with the employer if the EAP referral is formal in nature. Employees participating in the EAP program should not expect any special privileges or exceptions to the employer's normal work rules or performance standards. EAP participation is not to be interpreted as constituting a waiver of the employer's rights to take disciplinary measures, nor shall the program be interpreted as a waiver of the right of any employee to use a complaint procedure within the framework of the employer's policies.

EMPLOYER REFERRAL

When an employee is referred to the EAP by the employer, the appropriate company representative of the organization/referral source may be advised with the employee's written consent if: 1) the employee kept the appointment; 2) the EAP consultant has made recommendations; 3) the employee has agreed to follow these recommendations. To permit Anthem EAP to do so, you will need to sign a Release of Information (ROI) form permitting disclosure of that information. Please note: 1) you may use EAP services even if you do not sign an ROI and, 2) your personal issues will not be discussed with the referral source, unless you request, in writing, that this be done.



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FEES

EAP services are provided at no direct cost to employees and your household members. Your company pays for the services. However, if you need longer-term outpatient counseling or other specialized services, Anthem EAP will assist in locating resources in the community: it is your responsibility to pay for services provided by any resources outside of the EAP. (Your benefit plan may cover some of the cost. Check with your benefits representative or health plan, before services are provided by outside resources to understand your financial commitment.)

SERVICES NOT COVERED BY ANTHEM EAP

The following services are among those that are not part of your Anthem EAP benefit:

- Court ordered treatment
- Psychological, Neuropsychological, and Forensic testing
- Psychiatry and/or medication management services
- Group therapy
- Inpatient services
- Partial Hospitalization services
- Intensive Outpatient services
- Evaluations or reports for a legal proceeding
- Authorizations for leave of absence or time off from the workplace
- Specialized treatment or evaluations required as a condition of parole, probation, or custody • Forensic evaluations
- Determinations or reports related to Family Medical Leave Act or Short/Long Term Disability
- Expenses related to Substance Abuse Professional (SAP) services
- Fitness-For-Duty services