



USPS
Employee Assistance Program
Statement of Understanding

You have chosen to receive employee assistance program (“EAP”) services from Magellan Health Services (“Magellan”). The EAP is a voluntary, non-disciplinary counseling and referral service that offers assistance with a wide range of problems that may affect work performance and/or health to employees and their eligible family members. EAP services may include assessment and referral or brief counseling. The EAP counselor will work with you to clarify the problem, identify choices, and develop an action plan. Magellan customer service associates and EAP consultants are available to respond to your call 24 hours a day, 365 days a year. Participation in the EAP is voluntary, even if your supervisor refers you – whether you decide to use or not to use the EAP services, your decision will not affect your employment security or advancement opportunities.

FEES

These services are provided at no direct cost to you or your family members. USPS pays Magellan for the services. However, if you need longer-term counseling or a specialized service, Magellan will assist in locating a resource or service in the community. **It is your responsibility to pay for services provided by any resources outside the EAP.** (Your benefit plan may cover some of the cost. **Check with your benefits representative before services are provided by outside resources.**)

CONFIDENTIALITY

Magellan and the EAP counselor will maintain confidential records of your contact with the EAP and the services provided to you in order to provide continuity and coordination of your care.

No one will reveal information concerning your use of the EAP to anyone outside the program except as follows: (1) you consent in writing; or (2) life or safety is seriously threatened; or (3) disclosure is required by law or in accordance with a court order or subpoena. In addition, your counselor will disclose information and records to Magellan as needed for coordination of EAP services, quality assurance, or payment. Professional auditors (not employed by USPS) may also examine your file to evaluate the services.

If your supervisor formally refers you to the EAP, the EAP is expected to confirm whether or not you attended the initial appointment. The EAP counselor can also confirm with your supervisor your attendance at sessions held while in duty status (“on the clock”) or sick leave status. In order to permit the EAP to confirm your attendance at the initial session and/or your attendance at sessions while in duty status, you will need to sign an authorization permitting disclosure of that information. If you do not sign an authorization, the EAP will be unable to tell your supervisor that you attended the EAP or that you attended an EAP session or sessions while in duty status. However, you may use EAP services even if you do not sign an authorization.

I, _____, understand this form, including the confidentiality of the
(print name)
EAP and the limitations to confidentiality, and accept it as stating the terms of my participation in the program.

(Please **initial** one box)

My EAP case started on or after January 1, 2007.

I used USPS EAP services before January 1, 2007. I understand that when I first used the EAP, the USPS EAP was managed by the Division of Federal Occupational Health (“FOH”) and that as of 1/1/07, the USPS EAP is managed by Magellan and FOH no longer has responsibilities in connection with the USPS EAP.

Signature

Witness

Parent, guardian or legal representative (when required)

Date

Counselor Signature: _____ Initial if a copy was given to client.