

Employee Assistance Program (EAP)

If the past couple of years have taught us anything, it's that life can be unpredictable. Whatever our situation ... life has been different and that can bring stress.

Oncor's EAP is here to help you and your eligible household members with personal or job-related concerns. Spanish-speaking representatives and counselors are available. For assistance, information, and access to special programs, access the EAP 24 hours a day, seven days a week. The EAP offers **eight face-to-face visits** per year at no cost to you.

COUNSELING

The EAP provides convenient, confidential counseling to help you cope with different challenges you may face. You can have up to **eight pre-paid sessions per issue, per 12-month period**. The program offers in-person and virtual therapy options through a national network of licensed professionals.

SELF-CARE PROGRAMS

Available via web, smartphone, or a tablet app, these self-care programs are designed to improve your emotional health and wellness, and enhance your physical, psychological, emotional, social, and professional life. You can access interactive, self-paced programs, and self-monitor to track mood, sleep, stress, and goals.

WORK-LIFE SERVICES

Specialists are available to provide you with expert guidance information and personalized referrals to service providers in your area. Available 24/7/365, this service is completely confidential.

BACKUP CARE SUPPORT

When you need help with care arrangements, whether planned or an emergency, the Backup Care Connection resources are here to help! Anywhere and at any time, **up to five visits a year**, you can access care for children, adults, and pets when you need to work. You can choose care through nationally recognized care services with a \$10 copay per visit – or reimbursement of up to \$75 per day if you prefer to use other licensed providers, friends, or family to provide care. To create an account, log on to the Magellan Ascend site and click **Backup care connection**, and then **Create an account**.

ADDITIONAL EAP RESOURCES

Through the EAP, you can access:

- Legal assistance,
- Financial coaching,
- Identity theft resolution, and
- Dependent care research and discounts.

LIFESTYLE COACHING

Get help to achieve your personal or professional goals with coaches that are certified and provide confidential, unbiased support. You can meet with the same coach by phone or video for sessions lasting up to 45 minutes.

TOBACCO CESSATION

Refer to *The Power to Quit Tobacco* brochure in this Benefits Information Packet to learn about programs to help you quit tobacco and about the Great American Smokeout sponsored by the American Cancer Society on November 18, 2021, and November 17, 2022.

Reimbursement of Claims

Magellan pays EAP Counselors directly. The company pays the full cost of participation in the EAP for you and your eligible household members.

Important! You will be financially responsible for costs:

- To retain a lawyer or a financial coach after the free consultations have been used, and
- For the work-life services you select, such as child care.

Magellan Ascend

To Learn More About These Services and Programs:
[MagellanAscend.com](https://www.MagellanAscend.com) 1.800.327.6608