



EAP Web Site for Postal Employees.....

Magellan Behavioral Health, the contractor providing the Postal Service with Employee Assistance Plan (EAP) services, has created a free, informative, new website for postal employees. Letter carriers may go to the site by clicking the "EAP" link, clicking New User and entering an anonymous user name and password.

The site contains a huge storehouse of up-to-date health and wellness information on everything from coping with workplace stress, to child and elder care, to time and money management, to learning the warning signs of substance abuse. It also offers an "ask the expert" section for customized advice, anonymous self-screening tools for such problems as depression and alcohol abuse, and a wealth of links to Internet resources on all things related to personal or family health.

Routine Care.....

To contact Magellan Health Services (Magellan) from anywhere in the United States call
USPS EAP toll-free number 800-327-4968.

1. A Magellan customer service representative will answer your call. The representative will ask you some questions in order to serve you better. The representative may also provide you with information regarding questions you may have in reference to your care.
2. The associate may transfer your call to a Magellan care manager for referral, care preauthorization, or emergency services based on your needs. In some cases, the associate may directly assist you with a linkage to a provider.
3. Magellan care managers are skilled mental health and substance abuse experts. They work as advocates for you. Their purpose is to assess your situation and ensure that you or your eligible dependents receive the type of assistance or care required within your available benefit plan to help relieve your concern or resolve your problem in a timely and convenient way.
4. Your Magellan care manager may refer you to a network provider if your problem needs mental health or substance abuse services. The care manager coordinates and guides all of your inpatient and/or outpatient mental health and substance abuse care.
5. Should you need emergency services, your Magellan care manager will make the proper arrangements to address your needs.

Special Note:

From 5:00 pm to 8:30 am Monday through Friday and 24 hours over the weekend and holidays, we provide crisis and emergency mental health and substance abuse services. Typically, all inpatient or facility based services must be precertified by Magellan at the time of admission. Call Magellan or check your member handbook for details. Typically, outpatient services must be preauthorized before the first appointment. Call Magellan or check your member handbook for details

If you have any questions about your program services, please call
program toll-free number at 800-327-4968.

Source: <http://eap4u.com>

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