Reach out 24/7

Employee Assistance Program

All benefits-eligible faculty, staff, and postdocs have 24/7 access to trained clinicians through the Penn Employee Assistance Program (EAP). EAP intake and in-network counseling is free for you and your eligible family members.

Penn EAP offers an array of confidential counseling services — including in-person, telehealth, and chat support — to help you manage emotional and mental health challenges.

In situations that may need treatment or specialized care beyond the short-term scope of the EAP, you may be referred to a care provider in your health plan network.

You and each of your eligible family members can receive up to eight sessions with an EAP provider per distinct problem per year at no cost to you. If you wish or need to continue care beyond the eight sessions, EAP will assist you with coordinating services.

**EAP-Eligible Family Members**

- YOU
- YOUR SPOUSE
- YOUR DEPENDENT CHILDREN UNDER AGE 26

**Penn EAP Services**

- Confidential counseling
- In-person, telehealth, and chat support
- Referral to in-network care providers

**Contact Information**

- **Call** 1-866-799-2329 for a consultation
- **Schedule** an EAP appointment through www.penncobalt.com
- **Contact** www.hr.upenn.edu/EAP

**Penn EAP Resources**

- Connect with MindWell
- Penn community emotional well-being resources for strength and care
- www.hr.upenn.edu/mindwell

**Penn Employee Assistance Program**

www.hr.upenn.edu/EAP

**Penn Cobalt**

www.penncobalt.com
Many Levels of Care

Behavioral Healthcare Coverage

All Penn medical plans have specialized behavioral health networks, where you can access care for you and your enrolled dependents. The coverage includes counseling and psychotherapy, medication therapy and management, in-patient care, and addiction treatment.

Contact your behavioral health network to locate a provider and get authorization for care.

<table>
<thead>
<tr>
<th>Your Plan</th>
<th>Your Network</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna HDHP</td>
<td>Aetna Behavioral Health</td>
<td>1-800-424-4047</td>
</tr>
<tr>
<td>Aetna POS II</td>
<td>Aetna Behavioral Health</td>
<td>1-800-424-4047</td>
</tr>
<tr>
<td>Keystone HMO</td>
<td>IBX Behavioral Health</td>
<td>1-800-688-1911</td>
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<tr>
<td>Penn Care PPO</td>
<td>Quest Behavioral Health</td>
<td>1-800-364-6352</td>
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</tbody>
</table>

Log on to Penn’s provider network links at www.hr.upenn.edu/behavioral-health.

The information contained in this brochure is intended to provide a brief summary of certain features of Penn’s benefit plans. The highlights in this guide are based on plan documents that govern the operation of the plans. To obtain additional information please see the summary plan descriptions available at www.hr.upenn.edu.

Community Connections

Penn Cobalt

Penn Cobalt is a web-based platform that matches faculty, staff, and postdocs to mental health resources and the appropriate level of group and individual mental health and well-being support.

At www.penncobalt.com, you can connect with an array of support providers, including Penn EAP, wellness coaches, therapists, psychiatrists, and non-denominational chaplains.

Payment options vary by provider. Services may be free of charge, covered by insurance, or self-pay. PennCare PPO and other Penn insurance plans cover most services with Penn providers. Copays and deductibles may apply.