



# What to expect when contacting your program

At some point in life, nearly everyone is faced with a challenge or personal conflict that they have a hard time resolving on their own. Seeking guidance to work through a personal problem is just as important as receiving help for a medical issue. Needing help to manage a personal challenge doesn't mean that you're "crazy," having a "nervous breakdown" or are a "failure," but can actually be seen as a sign of personal strength.

## When you contact your program

Your call will be answered by a licensed clinician, not a customer service representative. Magellan clinicians are experienced in helping members with challenges such as:

- Stress
- Anxiety
- Grief
- Substance misuse
- Relationship concerns

The clinician will ask you questions to understand your unique situation and work to provide you with the best help possible to meet your needs, or those of your eligible dependents.

Solutions could include being connected with additional resources or a professional. For example, if you or an eligible dependent needs assistance with mental health or substance misuse, you may be referred to a network provider. The clinician will coordinate and guide you through all of your inpatient and/or outpatient care.

Should you need emergency services, the clinician will make the proper arrangements to address your needs.

Your outreach to your program is confidential. Your personal information is not shared outside the program unless you sign a release of information or if the law requires disclosure.

## How to get started

Give us a call and we will connect you with the right resource or professional.

Learn more about all of the services available at [MagellanAscend.com](http://MagellanAscend.com).



**Maricopa County**

**Employee Assistance Program**  
**1-888-213-5125**