

# Employee Assistance Program (EAP)

## Contents

Your Coverage.....	D-1
How the Program Works.....	D-1
Situations That Affect Your Benefits or Coverage .....	D-2
When Coverage Ends .....	D-2

## Your Coverage

Chevron Phillips Chemical Company LP (Chevron Phillips Chemical or the Company) offers an Employee Assistance Program (EAP), administered by Magellan Healthcare for U.S. employees and by Aetna International for U.S. payroll expatriate employees. The EAP is provided to all employees regardless of their participation in a Chevron Phillips Chemical medical plan. All employees are automatically enrolled in the EAP from their first day of employment.

## How the Program Works

The EAP is a **Company-paid** program that offers confidential support and work/life services designed to help you balance the demands of work, life and personal issues. You and your household members are entitled to receive up to six counseling sessions per person, per incident in a 12-month period.

EAP counselors can provide assistance with a wide range of things that may be causing problems in your work or home life, including:

- Stress or anxiety,
- Time management,
- Conflict resolution,
- Child care,
- Parenting and child development,
- Elder care,
- Legal services,
- Adoption,
- Marital and family problems,
- Financial difficulties,
- Self-improvement,
- Education,
- Grief, or
- Violence prevention.

EAP counselors are available by phone 24 hours a day, every day of the year. They can provide you with resources and referrals or arrange face-to-face counseling with a provider in your area. In a crisis situation, they will help you to access emergency care immediately.

If you require emergency inpatient services, extended counseling sessions or other mental health treatment, the EAP can coordinate that care through the Behavioral Health Plan, which is part of the medical plan. The EAP will coordinate with BlueCross BlueShield (BCBS) Behavioral Health Services for U.S. employees or through Aetna International Behavioral Health for U.S. payroll expatriate employees. If you are not covered by the Behavioral Health Plan (meaning you are not enrolled in a Chevron Phillips Chemical medical plan option), the EAP can refer you to community-based resources. You will be financially responsible for any follow-up care.

U.S. employees can call Magellan Healthcare at 1-800-424-4519 to talk to an EAP counselor at any time. You also may reach the EAP by calling 1-800-446-1422 (option 8) or by logging into [www.MagellanAscend.com](http://www.MagellanAscend.com).

### Expatriate Employees

EAP benefits are provided to Chevron Phillips Chemical's U.S. payroll expatriate employees and their dependents through the Aetna International (AI) program. You can reach the International Employee Assistance Program (IEAP) online or by phone. Call the member services number located on the back of your member ID card or log on to the secure Aetna International member website at [www.aetnainternational.com](http://www.aetnainternational.com).

### Work/Life Services

The EAP can provide support to help you meet everyday challenges. By calling the phone numbers or visiting the websites listed above, you can get assistance with:

- Child care and parenting — referrals for child care, information on parenting, child safety and more.
- Adult care and aging — care options, referrals for caregiving, transportation, meals, retirement communities, etc.
- Academic programs — information about everything from preschool to college, financial aid, scholarships and special needs programs.
- Legal and financial assistance — expert consultation to help with your legal, financial and identity theft needs. Includes a prepaid initial in-person or telephonic consultation with a lawyer (or telephonic consultation with a financial expert) who can then give an estimate for continued paid legal services, if needed (discounts apply to some services). Access a free online library with resources for identity theft resolution, budgeting, debt management, family law, wills and more.



- Personal services — whether it's finding a pet sitter or a plumber, referrals to providers who can help you better manage your life at home.
- Virtual messaging therapy (U.S. employees through Magellan Healthcare only) — invest in your mental well-being with confidential, online messaging therapy provided by BetterHelp. Get matched to a licensed therapist based on your needs and securely message them whenever you need to. Your therapist will engage with you via a web browser at [BetterHelp.com/Magellan](http://BetterHelp.com/Magellan) or the BetterHelp mobile app.
- Well-being assistance — guidance for issues like managing stress, resolving conflict, dealing with substance abuse and more.
- Additional work/life services — save time and money on some of life's most important needs. Specialists provide expert guidance and personalized referrals to service providers including child and adult care, education, home improvement, consumer information, emergency preparedness and more.

## Situations That Affect Your Benefits or Coverage

No benefits are payable for treatment you or a dependent receives before coverage begins or after coverage ends.

As a participant in a Chevron Phillips Chemical benefit plan, you have certain rights under the Employee Retirement Income Security Act of 1974 (ERISA). For information about your rights under ERISA and other important information, see **Your ERISA Rights** on page Q-16.

## When Coverage Ends

Coverage ends for you and your dependents at the end of the second month after your employment with the Company terminates.