



EMPLOYEE ASSISTANCE PROGRAM (EAP)

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EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Big Picture

An Overview of the Employee Assistance Program

Effective Jan. 1, 2021

THE EAP HELPS YOU WITH PERSONAL AND EMOTIONAL ISSUES INCLUDING:

- Work-related problems
- Depression and anxiety
- Alcohol and chemical dependency problems
- Marital, family and relationship difficulties
- Pregnancy, fertility, adoption and surrogacy support
- Parenting
- Recovery assistance following a traumatic event
- Crisis intervention



A TOOL FOR QUALITY OF LIFE: EAP HELPS YOU DEAL WITH PERSONAL AND FAMILY CHALLENGES

Everyone likes to feel they can handle their own problems. Unfortunately, some problems are tougher than others. That's when it helps to have the BNSF Employee Assistance Program (EAP) to fall back on. BNSF knows there is more to life than good physical health – your mental health matters, too.

The BNSF EAP connects you and your family to professional assistance with the challenges and problems of daily life. There is no cost to you for this service.

You or an eligible dependent may call the EAP's toll-free telephone number 24 hours a day, seven days a week. A professional counselor will help you or your family member deal with any immediate problem or concern. The counselor will assess the caller's needs and quickly

provide a referral to appropriate, professional resources for further assistance for dealing with issues such as those shown under *How Can the EAP Help Me?* in this chapter.

Links: Click on *blue italic* items to link directly the section or chapter indicated.



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HOW THE EMPLOYEE ASSISTANCE PROGRAM (EAP) WORKS IN BRIEF

Automatic Coverage

The company provides coverage for you, as a BNSF employee, and your eligible dependents automatically. No enrollment is required. You or your eligible dependents simply call an EAP counselor when you need help.

Cost

BNSF pays the entire cost of the EAP. You pay nothing for initial assessment, referral by an EAP counselor, and up to five (5) no cost sessions per issue, per year for short-term problem resolution by a national network of EAP consultants. Sessions can be across

multiple modalities including texting, video, chat, phone and face to face sessions. If an EAP counselor refers you to another professional for additional services, you are responsible for those expenses. Certain expenses *may* be covered by your BNSF-sponsored medical benefits.

EAP Claims

There are no claims to file with the EAP. However, if an EAP counselor refers you to a health care professional, such as a psychiatrist or psychologist, you *may* be able to file a claim for expenses of that professional through your medical benefits coverage.

IMPORTANT RULES AND ADMINISTRATIVE INFORMATION

When Coverage Begins

Coverage under the EAP begins when you first are eligible for benefits at BNSF. Refer to the chapter of this SPD titled *Who Is Eligible and How to Enroll* for specific information.

Leaves of Absence

If you take certain leaves of absence, such as a military leave or a leave under the Family and Medical Leave Act (FMLA), you may be able to continue EAP coverage for a period of time. You can find details under *Continuation of Coverage During Leaves* in the chapter of this SPD titled *When Coverage Ends*.

When Coverage Ends

Coverage usually ends for a dependent when he or she is no longer eligible and for you when your employment with BNSF ends. If you or a covered dependent loses coverage under these circumstances or because of any other event eligible under COBRA*, you may choose to continue coverage. Please see the chapter of this SPD titled *When Coverage Ends* for more information.

General and Administrative Information

This SPD contains detailed information, including your privacy rights, which may assist you in using the program. Refer to the chapters of this SPD titled *General Information About Your Rights to Benefits* and *Administrative Information* for details.

Plan Administrator

The Plan Administrator for the BNSF Employee Assistance Program is the Vice President and Chief Human Resources Officer of BNSF Railway Company.

Your ERISA Rights

A federal law, ERISA, gives you important rights under the Program. Those rights are described in the chapter of this SPD titled *Your Rights Under ERISA*.

* Consolidated Omnibus Budget Reconciliation Act of 1985, as amended. For more information on your

COBRA rights, see the chapter of this SPD titled *Continuing Health Care Coverage Under COBRA*.

HOW THE EMPLOYEE ASSISTANCE PROGRAM (EAP) WORKS

How Can the EAP Help Me? No matter what your situation, the EAP can help you with a confidential and professional assessment of personal and emotional issues such as:

- ▶ Work-related problems;
- ▶ Depression and anxiety;
- ▶ Alcohol and chemical dependency problems;
- ▶ Marital, family and relationship difficulties;
- ▶ Parenting;
- ▶ Recovery assistance following a traumatic event;
- ▶ Crisis intervention;
- ▶ Pregnancy, fertility, adoption and surrogacy support; and
- ▶ Any other personal issues you simply need help working through.

The EAP can also help you with the following Work/Life services:

- ▶ Child care and elder care locator;
- ▶ Access to financial and legal consultation through vendor partner; and
- ▶ Online resources.

If your telephone assessment and counseling do not resolve your problem, you will be referred to the appropriate professional for more help.

How and When Do I Call the EAP? The licensed professional EAP managers can be reached 24 hours a day, seven days a week at 800-383-2327.

You or any dependent eligible for BNSF medical benefits may call the EAP.

What Happens When I Call the EAP? You will talk with a professional counselor when you call the EAP. The counselor will help identify your specific needs and plan an appropriate course of action. Depending on the problem, no further counseling may be needed, or the counselor may refer you to another professional, such as a psychiatrist, psychologist or attorney, for more in-depth assistance.

Help in Finding Community Resources One of the EAP's key functions is to help you identify community resources to address your needs. For example, you may use the EAP to help locate care for an elderly or disabled relative, or day care for your children. The EAP can assist you in finding emergency help and safe shelter in cases of spouse or child abuse. Stress, single parenting issues, marital and relationship problems, and work-related issues are just a few of the other situations in which the EAP can help locate community resources to assist you.

Remember, there is no cost to use the EAP's initial counseling and referral services. However, if your EAP counselor refers you to another qualified professional, you are responsible for paying for the services of that professional. Certain services *may* be covered by your medical benefits.

Maven Support for Starting a Family

The EAP also includes access to Maven for one-on-one virtual support for starting a family. As a BNSF employee, your membership is covered, which means that both you and your partner can use Maven for support from doctors and other experts in pregnancy, adoption, fertility, surrogacy, lactation and more, until your child is six months old. This is provided at no cost to you, 24 hours a day, seven days a week, through mavenclinic.com/join/bnsf or the Maven smartphone app.

Employees also have access to ship breast milk home when you are traveling as part of your job duties for BNSF. The milk shipping benefit is available until your child's second birthday.

Confidentiality with Voluntary Use of the EAP

When you call the EAP voluntarily, you are guaranteed confidentiality, unless disclosure is required by law.

- ▶ As a matter of professional ethics, the EAP is staffed by licensed professionals committed to confidentiality. No one will reveal any information obtained during any contact with the EAP without your permission, unless required by law. The EAP may be required legally to release specific information when your safety or the safety of someone else is seriously threatened.
- ▶ All written records of your contact with the EAP are held by a secured third party. These records do not become part of your personnel file.
- ▶ EAP managers do not name individuals using the EAP, nor do they share details of your case unless you receive a mandatory referral to the EAP to establish your fitness for duty (described below). Periodic statistical reports of overall EAP usage are generated using data from the secured third-party software provider.

Using EAP services will not affect your future employment or career advancement at BNSF in any way.

Mandatory EAP Referrals for Fitness for Duty Assessments

The EAP also provides the BNSF Medical & Environmental Health Department (MEH) assistance in assessing an employee's fitness for duty when behavioral health and/or chemical dependency issues are involved or when required by law. Employees may be required to cooperate with the EAP to establish their ability to return to work or remain on the job and perform their duties safely. In such cases, the employee would be asked to sign a release that allows the EAP to communicate limited information to MEH personnel about his or her fitness for duty.

- ▶ The EAP reviews information from the employee's care provider and makes a recommendation to MEH managers regarding the employee's fitness for duty. *Information an employee provides is confidential unless the EAP is required by law to release it or the employee signs a release.*

- ▶ MEH notifies the employee's supervisor of the date the employee may return to work and any recommended work restrictions. *The employee's supervisor receives no other information unless the employee gives written permission.*

Examples of mandatory referrals are:

- ▶ Violation of the BNSF Policy on the Use of Alcohol and Drugs,
- ▶ Requirements of Board Awards or Waiver Agreements,
- ▶ Use of medications that affect alertness and/or concentration, or
- ▶ Returning to work following an extended absence.

Work-related Concerns

Keep in mind that while the EAP may help you deal with the general stress or pressures of your job, it cannot intervene in job situations. For example, if you believe your problem is caused by your supervisor, the EAP cannot intervene with your supervisor. If you are unsure of what has caused your problem at work, the EAP can help you look at how you are getting along with people in general, including your supervisor.

WHO TO CALL ABOUT YOUR EAP BENEFITS OR FOR ASSISTANCE



For questions about eligibility for coverage or your EAP benefits, call BNSF Employee Services at 817-593-6400 or 800-234-1283.

For assistance 24 hours a day, or to ask questions about services under the EAP, call 800-383-2327.

For virtual support when starting a family, activate your Maven membership at mavenclinic.com/join/bnsf.