EMPLOYEE ASSISTANCE PROGRAM (EAP)
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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
- Parenting
- Recovery assistance following a traumatic event
- Crisis intervention

1. You or a family member is experiencing life challenges.
2. You or a family member calls the BNSF EAP toll-free at 800-383-2327.
3. A caring, licensed professional will assess your or the family member’s needs at no cost to you.
4. Additional services, referrals and support will be provided as needed.

Effective January 1, 2015
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 Employee Assistance Program (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.

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 counseling and referral by an EAP counselor. 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.
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*.

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* 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 when or where you are, 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; and/or
- Any other personal issues you simply need help working through.

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.
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, you would be asked to sign a release that allows the EAP to communicate limited information to MEH personnel about your 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.

- 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.
WHOM 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.