

## An Orientation to Your Employee Assistance Program (EAP)

Presented by Linda Kushel-Hernandez Magellan Senior Account Executive



### **Objectives**

- Describe your EAP benefits.
- Identify how to access the EAP.
- Explain reasons people use EAP services.
- Explain the services provided by the Employee Assistance
   Program for both employees and supervisors

#### Your EAP Services

- ➤ Consultation with a licensed professional
- www.MagellanHealth.com/member web access
- ➤ Legal & financial services
- ➤ Work-life services
- ➤ Supervisor/Manager Support

## Who is Eligible

**Employee** 

Employee's spouse

Dependents of the employee

Household members



## Common Reasons People Use EAP Services

Manage stress

Relationship difficulties

Conflict with a supervisor or

coworker

Help to cope with change

Anger issues

Alcohol or drug problems

Sleep disturbance

Grief and loss

Depression

Lack of support

Anxiety

Work-life balance Concerns



#### How to Contact Your EAP

Call your program's toll-free number: (800) 229-8674

Log on to <a href="https://www.MagellanHealth.com/member">www.MagellanHealth.com/member</a>

#### When You Call Your EAP

# Confidential telephonic consultation and referrals Confidential assistance with all life areas:

- Parenting
- Professional growth
- Aging
- Healthy living

- Work-life balance
- Communication
- Stress and anxiety



#### When You Visit the Website

### Confidential accessibility, 24 hours a day/7 days a week

- Provider search
- Child care and elder care locators
- Health and wellness information
- Podcasts and Webinar recordings
- Tools and calculators
- Self-assessments
- Community resources
- Web-based Confidential Care



## Legal and Financial Services

#### **Financial Services**

#### Telephonic consultation on:

- Financial Planning
- Debt Consolidation
- Budgeting
- Income Tax
- Retirement Planning
- College Funding
- Life Insurance

#### **Legal Services**

In person or telephonic consultations (first session at no cost, with discount for continued service)

- Civil disputes
- Criminal cases
- Divorce
- Bankruptcy
- Estate Planning
- Will preparation
- Real estate transactions
- Adoption
- Sales and leases

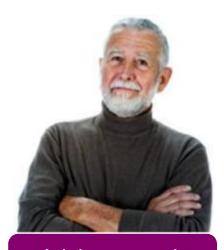
## Work- life Services

### **Connecting** members at every age and every stage



Child care and parenting

- · Child care
- Adoption
- Child development
- Special needs programs
- Pre/postnatal care resources
- Nanny-find services
- Discounted Medela pumps
- Summer programs



Adult care and aging

- Elder/hospice/respite care
- · Medicare & Medicaid
- Retirement
- Transportation & meals
- Home safety
- · Medication reminder services



Education and career development

- Member and dependents
- K-12
- College & graduate school
- Continuing education
- After-school programs
- Financial aid—loans, grants, scholarships



#### Daily life

- Discount center
- · Child care discounts
- Relocation
- Fitness centers/gyms
- Weight loss programs, etc.

## How the EAP Can Support Managers and Supervisors

### EAP Management Support Services

- Consultation with a licensed professional
- Workplace Support services
- Critical Incident Stress Management debriefings
- On-site and web-based trainings
- <u>www.MagellanHealth.com/member</u> web access

#### When You Call Your EAP

#### **Workplace Support Consultation**

Team building
Leadership skills
Performance concerns
Substance abuse
Workplace violence
Safety



### **Critical Incident Stress Management**

On-site critical incident response Clinical follow up 24/7 access to telephonic consultation

## The Role of Workplace Support

Assists supervisors/managers to deal with individual workplace performance problems as well as group issues.

Assists supervisors/managers to cope with managerial challenges with their staff.

Helps your company deal with traumatic events.

## Core Workplace Issues

Anger management

**Absenteeism** 

Conflict resolution

Deteriorating job performance

Substance abuse issues

Threat of violence

Sexual harassment

Traumatic events

**Psychiatric Issues** 

## How the Workplace Support Team Can Help

#### **Provide consultations to assist HR/Management:**

- Clarify/define the issue
- Coach managers
- Refer back to company policy/legal department
- Address concerns related to workplace and employee safety
- Develop action plan
- Follow up with human resources/management and employees (if needed)

## Types of Referrals

#### **Informal Referral**

- Management makes suggestion
- Employee's participation is voluntary
- No feedback given to company

#### **Formal Referral**

- Management formalizes the process
- Employee's participation is voluntary
- Company receives feedback with proper release that the employee has called EAP and attended one appointment

#### **Mandatory Referral**

- Management calls in referral to EAP
- Employee's
   participation is
   required to avoid
   consequences as
   determined by the
   company
- Company receives feedback on compliance with all recommendations throughout entire referral until clinically indicated for closure

## Critical Incident Stress Management (CISM)

## Employees look to you for guidance/leadership following a critical incident impacting the worksite, such as:

- Employee death
- Threat of violence
- Termination
- Criminal act
- Natural disasters
- Accidents
- Downsizing
- Suicide

## Critical Incident Stress Management (CISM)

#### Goals of CISM:

- Calm the environment
- Mitigate critical incident stress
- Mitigate escalation of distress
- Encourage and elicit the natural resiliency of the workforce
- Provide opportunity for assessment/follow up

## Critical Incident Stress Management (CISM)

#### A consultant will work with you to:

- Assess the situation
- Coordinate deployment of onsite support, including
  - Helpful informational materials
  - Professional clinical follow-up support



## Your Employee Assistance Program

# Call toll-free or visit us at www.MagellanHealth.com/member

24 hours a day/7 days a week

## Thank you!

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