An Orientation to Your Employee Assistance Program (EAP)

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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
- 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 www.MagellanHealth.com/member
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
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

<table>
<thead>
<tr>
<th>Informal Referral</th>
<th>Formal Referral</th>
<th>Mandatory Referral</th>
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<tbody>
<tr>
<td>• Management makes suggestion</td>
<td>• Management formalizes the process</td>
<td>• Management calls in referral to EAP</td>
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<tr>
<td>• Employee’s participation is voluntary</td>
<td>• Employee’s participation is voluntary</td>
<td>• Employee’s participation is required to avoid consequences as determined by the company</td>
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<tr>
<td>• No feedback given to company</td>
<td>• Company receives feedback with proper release that the employee has called EAP and attended one appointment</td>
<td>• Company receives feedback on compliance with all recommendations throughout entire referral until clinically indicated for closure</td>
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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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