

*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](http://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 [www.MagellanHealth.com/member](http://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
- [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member) 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](http://www.MagellanHealth.com/member)**

**24 hours a day/7 days a week**

**Thank you!**

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