MANAGER’S GUIDE TO THE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Created by Cigna Employee Assistance Program for University of New England
SEMINAR GOALS

• Understand the benefits of the Employee Assistance Program (EAP)
• Learn how to use the EAP as a management tool
• Learn the steps to successfully refer employees to the EAP
EAP CONTACT INFORMATION

Reach your EAP by phone:  877.622.4327
Reach your EAP Online:  www.cignabehavioral.com
Enter Employer ID:  une

Your Cigna contact:
Jan Shanks, Behavioral Client Strategist
Phone:  860.902.2808
WHAT IS AN EAP?

An EAP is a benefit that is paid for by the company to assist employees and their household members in obtaining help for a wide variety of issues.

These problems may include: issues with family, alcohol, drugs, emotions, stress, legal or financial questions.
BENEFITS OF THE EAP

• Up to 5 face-to-face sessions, per issue, per member, per year
• Confidential
• Prepaid
• Unlimited telephonic consultation
• Management consultation
• Available 24 hours a day, 7 days a week

• Household benefit
• Work/life support such as eldercare, childcare, and pet care
• Financial services
• Legal services
• Identity theft services

DID YOU KNOW?
You can use these benefits for yourself too.
EAP RESOURCES FOR MANAGERS

• EAP Management Resources
  – Management Consultation
  – Management Referrals
  – Critical Incident Response
• EAP Wellness Seminars and Management Trainings
• Health and Benefit Fair requests
• National Webcast Seminars
• Online access to benefit information, self-assessments, disaster resource page, article library and other resources
• Communications materials
REFERRALS TO THE EAP

97%
Self Referrals

3%
Supervisor Referrals
Working with an EAP Consultant can help you determine a plan of action that may include:

- A conversation with the employee
- A written or verbal warning
- A referral to the EAP

Using the EAP can make your job easier – and less stressful!
WHY SHOULD A MANAGER REFER AN EMPLOYEE TO THE EAP?

• It shows compassion and caring for your employees
• It can prevent personal issues from interfering with workplace functioning
• It may help protect your company from liability and litigation
WHEN SHOULD A MANAGER USE THE EAP?

• Whenever you find yourself worrying about an employee’s welfare
• Whenever someone’s work is suffering because of personal concerns
• Whenever a problem surfaces or a crisis strikes
• Whenever you encounter a situation that makes you really stop and wonder: How should I handle this?
HOW CAN A MANAGER USE THE EAP?

- Consultation for managers, supervisors and human resource staff regarding employee behavior/performance problems
- Assistance with safety planning and intervention around potential workplace violence issues or suicide concerns
- Formal/management referrals to the EAP as part of performance improvement plans
- Informal/self referrals to the EAP
## PERFORMANCE MANAGEMENT TEAM

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<th>Human Resources</th>
<th>EAP</th>
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| • Company policies and procedures  
• Progressive discipline | • Consultations and behavioral expertise  
• Assessment and counseling referrals | • Communicates expectations and consequences  
• Monitors performance |
Informal/Self-Referral

- Employee reveals personal problem to you
- No major performance problem
- Tell employee about the EAP and give them the number
- Employee calls the EAP himself/herself
- No further involvement by manager
Formal EAP Referral

- Pattern of performance and/or behavior problems
- You want to use the EAP as part of a Performance Improvement Plan
- You want confirmation of the employee’s follow-through with the EAP referral process and recommendations
- Referrals may be mandatory, for example a ‘continuation of employment’ referral (consult your HR department)
HOW TO MAKE A FORMAL REFERRAL

• Consult your Human Resources Department about internal policies

• Call the EAP before meeting with employee and ask to speak with an Employee Assistance Consultant

• If a formal referral is appropriate, provide the following information about the employee:
  – Name
  – Address
  – SSN
  – DOB

• Employee Assistance Consultant will send you a Release of Information form for employee to sign
• Meet with employee:
  – Review performance issues
  – Give employee the EAP Employee Procedures handout
  – Ask employee to sign the Release of Information form

• Employee calls EAP for list of EAP practitioners

• Employee makes an appointment with the EAP practitioner and calls EAP back with name of practitioner they will be seeing

• EAC contacts practitioner to provide workplace concerns

• Employee meets with EAP practitioner

• After the appointment the EAC will inform you of:
  – Employee’s attendance
  – Counselor’s recommendations
  – Employee’s compliance with recommendations
CRITICAL INCIDENT RESPONSE

• The EAP can provide on-site or telephonic support to employees after a traumatic or tragic event.
• An EAP Provider can come to the workplace to facilitate a group meeting and/or meet with impacted employees individually.
• The EAP can provide the workplace with informative handouts on a number of related topics.

DID YOU KNOW?
Your company determines if the impact of any event merits a critical incident response.
EXAMPLES OF CRITICAL INCIDENTS

- Death of an employee (on- or off-site)
- Industrial accidents
- Workforce reduction/reorganization
- Natural disasters
- Threats of violence or terrorism
- Robberies
- Homicide
- Suicide
- Acts of violence

A Critical Incident Response may positively impact morale, disability claims, absenteeism, turnover and productivity after an incident.
• Goal is to return employees to normal, productive functioning as quickly as possible
• EAP Provider can conduct both group and individual meetings and supply handouts
• EAP Provider can address employees’ need to:
  – get information
  – talk about what happened
  – understand one’s reactions
  – gain coping skills

A Critical Incident Response is not meant to be psychotherapy.
EAP WELLNESS SEMINARS

• Wide range of topics:
  - Workplace issues
  - Family matters
  - Personal development
  - Managing stress
  - Handling emotional challenges
  - Health and wellness

• Employer Service Coordinators help schedule onsite presentations

• National webcasts also offered
WORK/LIFE SUPPORT

Child Care
- Daycare centers
- Family daycare homes
- Nannies and au pairs
- Residential camps
- Adoption
- Special needs
- Prenatal classes

Senior Care
- Nursing homes/long term care
- Assisted living
- Home care agencies
- Adult day care
- Senior centers
- Support groups
WORK/LIFE SUPPORT

Education
• Kindergarten programs
• Public schools
• College programs

Pet Care Services
• Veterinarians
• Pet insurance
• Pet sitting
• Obedience training

Identity Theft
• Consultation with a fraud resolution specialist
WORK/LIFE SUPPORT

Financial
- 30 minute financial consultation session
- Managing debt/credit
- Budgeting strategies
- Retirement planning
- 25% off tax preparation

Legal Services
- Family law—divorce, custody, child support
- Housing and real estate
- Landlord/tenant disputes
- Financial/tax issues
- Wills
- Personal injury
- Adoption

Please note, the EAP cannot answer questions about employment law.
HOW TO ACCESS WORK/LIFE RESOURCES

Go to www.cignabehavioral.com

• Under the “Members” section click on “Login to access your benefits”

• On the lower left, enter your employer ID and click “Go”

• Click on “Work/Life Resources” on the left side

• Click on “Accept” at the bottom for the privacy policy
Discounts on services/supplies for:

- Weight management and nutrition
- Fitness
- Quitting tobacco
- Mind/body
- Vision and hearing care
- Alternative medicine
- Healthy lifestyle
EAP ONLINE SERVICES

- Provider directory
- Article library
- Wellness seminars
- Orientation to the EAP
- Self-assessment tools
- Healthy Rewards online
- Promotional communications
- Online access and referral

www.cignabehavioral.com
HOW TO ACCESS EAP

Call your toll-free access number 24 hours a day, 365 days a year for:

• Employee access to all services
• Management referrals and consultation
• Critical incident response

Toll-free 24 hours a day, 365 days
Question & Answer Session