

A woman with short dark hair and glasses, wearing a red patterned blazer over a white shirt, is smiling and talking on a black mobile phone. The background is a blurred office environment with other people and windows.

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

Created by Cigna Employee Assistance Program for
University of New England

Together, all the way.®



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



MANAGEMENT CONSULTATION

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

Human Resources

- Company policies and procedures
- Progressive discipline

EAP

- Consultations and behavioral expertise
- Assessment and counseling referrals

Manager/Supervisor

- Communicates expectations and consequences
- Monitors performance



TYPES OF REFERRAL TO THE EAP

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



Informal

TYPES OF REFERRAL TO THE EAP

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)



Formal

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

HOW TO MAKE A FORMAL REFERRAL (CONTINUED)



- 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.

CRITICAL INCIDENT RESPONSE



- 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



www.cignabehavioral.com



HEALTHY REWARDS



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

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