

A woman with short dark hair and glasses is smiling while talking on a black corded telephone. She is wearing a red and white patterned blazer over a white collared shirt. 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  
**Macalester College of St. Paul**

**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: 1.877.622.4327**

**Reach your EAP Online: [www.myCigna.com](http://www.myCigna.com)**

**Enter Employer ID: macalester**

**EAP Contact:**

**EAP/Behavioral Account Manager: Molly Anderson**

**Phone: (770) 281-3645**

**Email: [molly.anderson@cigna.com](mailto:molly.anderson@cigna.com)**

# 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 3 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

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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.*

# 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.myCigna.com](http://www.myCigna.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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