



# Employee Assistance Programs

**More Than Just An Employee Benefit**



# Contents

- About EAPs
- History of EAPs
- The Workplace Challenge: Behavioral Health and Cost to U.S. Employers
- The EAP Solution
- EAP vs. Managed Care: Issues
- EAP vs. Managed Care: Clinical Differences
- MHN's EAP Solutions
- Additional EAP Resources

## What is an EAP?

Employer-sponsored services designed to assist employees and their families with managing work and life's daily challenges

MHN's EAP services include:

- clinical services
- work & life services
- management consulting
- training and development
- online services

# Why Does an EAP Work?

- **Employee Support**
  - Provides resources for daily life issues, job performance
  - Identifies and resolves workplace challenges before they result in high medical and disability costs
  - Promotes a healthy lifestyle
- **Employer Support**
  - Provides resources/support during crisis
  - Provides resources that complement HR department
  - Reduces potential for litigation and supervisor mismanagement of issues

# History of EAPs

EAPs originated with alcoholism programs established by a few major employers in the 1940s.<sup>1</sup> Since then, EAPs have evolved to help employees manage daily challenges in work and life.

<sup>1</sup> New York State. “Employee Assistance Program.” New York State.  
<http://www.worklife.state.ny.us/eap/history.html> (accessed November 28, 2005).

# The Workplace Challenge: Behavioral Health and Cost to U.S. Employers

- **Depression: \$44 billion** annually in lost productivity<sup>1</sup>
- **Substance abuse and mental illness: \$100 billion** annually or
- **\$3,000 per employee**<sup>2</sup>

<sup>1</sup> Stewart, Walter F., Ricci, Judith A., Chee, Elsbeth et al. 2003. Cost of Lost Productive WorkTime Among US Workers With Depression. *Journal of the American Medical Association* 289(23).

<sup>2</sup> Impact Publications. *Employee Assistance Report*. 2001.

# The EAP Solution

## The Value of EAPs:

### Increased

- Employee satisfaction
- Productivity
- Managerial effectiveness

### Decreased

- Cost of stress
- Risk of workplace violence
- Turnover
- Risk of litigation
- Absenteeism

# EAP vs. Managed Care Issues

## **EAP Issues**

- Marital conflict
- Parent/child conflict
- Phase of life problems
- Grief/loss
- Family transition
- School/academic problems
- Workplace issues/job loss
- V-Code issues

## **Managed Care Issues**

- Major depression
- Bipolar, Schizophrenia, Anxiety and Obsessive-Compulsive Disorders
- Recurring substance abuse
- Medication management
- Psychological testing



# EAP vs. Managed Care: Clinical Differences

## **EAP**

- Case finding
- Consultation re: benefits
- Workplace-related services
- Assessment and referral
- Problem-focused counseling
- Work/life problems

## **Managed Care**

- Case solving
- Benefit administration
- Health care services
- Treatment planning
- Medical necessity
- DSM diagnosis

# EAP Solutions at MHN

## Clinical Services

Face-to-face assessment, crisis counseling, professional intervention, short-term counseling, follow up, treatment referral, online resources and provider search capability

### Problems addressed:

- Substance abuse
- Psychological problems
- Chronic diseases
- Stress management
- Marital and family issues
- Psychiatric disorders
- Urgent clinical cases
- Job issues

## EAP Solutions at MHN (cont.)

### **Work & Life Services**

Telephonic, online and in-person information, counseling and consultation

Includes:

- Concierge services
- Organization of life's affairs
- Consultation on personal finance, childcare, eldercare, tax and pre-retirement issues

## EAP Solutions at MHN (cont.)

### **Employer Services**

#### **Management Consultation**

Telephonic consultation for managers, supervisors and human resource personnel

Support for:

- Job performance
- Employee well-being
- Staff group dynamics
- Violence in the workplace

# EAP Solutions at MHN

## Employer Services (cont.)

### Job Performance Referrals

Telephonic coaching for constructive confrontation/ intervention with troubled employees and mandatory referral of employees to the EAP due to personal problems

Referrals may involve:

- Treatment planning
- Follow-up
- Return-to-work monitoring
- **Helpful Tools at Manager's Corner on [mhn.com](https://mhn.com)** Resources for managers on coping with change, layoffs and more

## EAP Solutions at MHN (cont.)

**Onsite Critical Incident Stress Debriefing (CISD)** Debriefings after critical incidents 24/7, 365 days/year, analysis of the psychological impact on the affected group and intervention planning

Critical incidents include:

- Bank robberies or other criminal activity
- Industrial accidents
- Sudden death of a co-worker
- Fire
- Any incident involving media attention, children or bomb threats

## EAP Solutions at MHN (cont.)

### **Training and Organizational Development**

- Communication skills development
- Role and process clarification
- Workplace protection
- Conflict resolution and team-building
- Leadership coaching
- Organization values
- Goal clarification

# MHN EAP At-a-Glance

## Daily Life Solutions

<b>Clinical Services</b>	<b>Work &amp; Life Services</b>	<b>Employer Services</b>
<ul style="list-style-type: none"><li>• Face-to-face consultations</li><li>• Personal/family, work related, substance abuse and emotional health issues</li></ul>	<ul style="list-style-type: none"><li>• Child/elder care consultation and referral</li><li>• Legal consultations</li><li>• Financial consultations</li><li>• Concierge services</li></ul>	<ul style="list-style-type: none"><li>• Management consultations</li><li>• Formal referrals</li><li>• Critical incident stress debriefings (CISD)</li><li>• Training and organizational development</li></ul>
<h3 data-bbox="749 1058 1199 1103">Online Resources</h3> <p data-bbox="566 1139 1383 1208">Articles, content and interactive tools for wellness, emotional health, work, life, financial and legal issues</p>		



## Additional EAP Resources

### **Employee Assistance Professionals Association**

(EAPA) [www.eapassn.org](http://www.eapassn.org)

World's oldest and largest membership organization for employee assistance professionals

Hosts annual conference, publishes Journal of Employee Assistance, offers training, resources and Certified Employee Assistance Professional Credential

### **Employee Assistance Society of North America**

(EASNA) [www.easna.org](http://www.easna.org)

Advances knowledge, research and best practices toward achieving healthy and productive workplaces

Offers conferences, publications and accreditation

# MHN Professional Relations

## For additional information

### Mail:

MHN

1600 Los Gamos Drive, Suite 300 San Rafael, CA 94903

### Phone:

The MHN Practitioner Inquiry Line 800-541-3353

8:00 a.m. - 5:00 p.m. PST

Monday- Friday

**Email:** [Provider.Relations@mhn.com](mailto:Provider.Relations@mhn.com)



Managed Health Network, LLC (MHN) is a subsidiary of Health Net, Inc. The MHN family of companies includes Managed Health Network (CA) and MHN Services, LLC. Managed Health Network is a registered service mark of Managed Health Network, LLC. All rights reserved.