Employee Assistance Programs
More Than Just An Employee Benefit
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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.\textsuperscript{1} Since then, EAPs have evolved to help employees manage daily challenges in work and life.

\textsuperscript{1} New York State. “Employee Assistance Program.” New York State. 
The Workplace Challenge: Behavioral Health and Cost to U.S. Employers

• **Depression:** $44 billion annually in lost productivity¹

• **Substance abuse and mental illness:** $100 billion annually or
  • $3,000 per employee²

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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 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

<table>
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<th>Clinical Services</th>
<th>Work &amp; Life Services</th>
<th>Employer Services</th>
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<tr>
<td>• Face-to-face consultations</td>
<td>• Child/elder care consultation and referral</td>
<td>• Management consultations</td>
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<tr>
<td>• Personal/family, work related, substance abuse and emotional health issues</td>
<td>• Legal consultations</td>
<td>• Formal referrals</td>
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<tr>
<td></td>
<td>• Financial consultations</td>
<td>• Critical incident stress debriefings (CISD)</td>
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<td></td>
<td>• Concierge services</td>
<td>• Training and organizational development</td>
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### Online Resources

Articles, content and interactive tools for wellness, emotional health, work, life, financial and legal issues
Additional EAP Resources

Employee Assistance Professionals Association  
(EAPA) 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  
Advances knowledge, research and best practices toward achieving healthy and productive workplaces  
Offers conferences, publications and accreditation
MHN Professional Relations

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