



# Employee Assistance Program (EAP)

What a Bright Idea!

David Burden  
Denise Casinelli  
Anthem EAP

# Agenda for today

- Introduction
- Use of WebEx for today talk
- EAP services and features for employees and household members
- EAP services and features for managers
- Wellness Training
- Promotional materials
- Questions and answers



# Your presenters

David K. Burden

Speaker, Trainer , Organization Consultant



Denise Casinelli

Account Manager for SISC

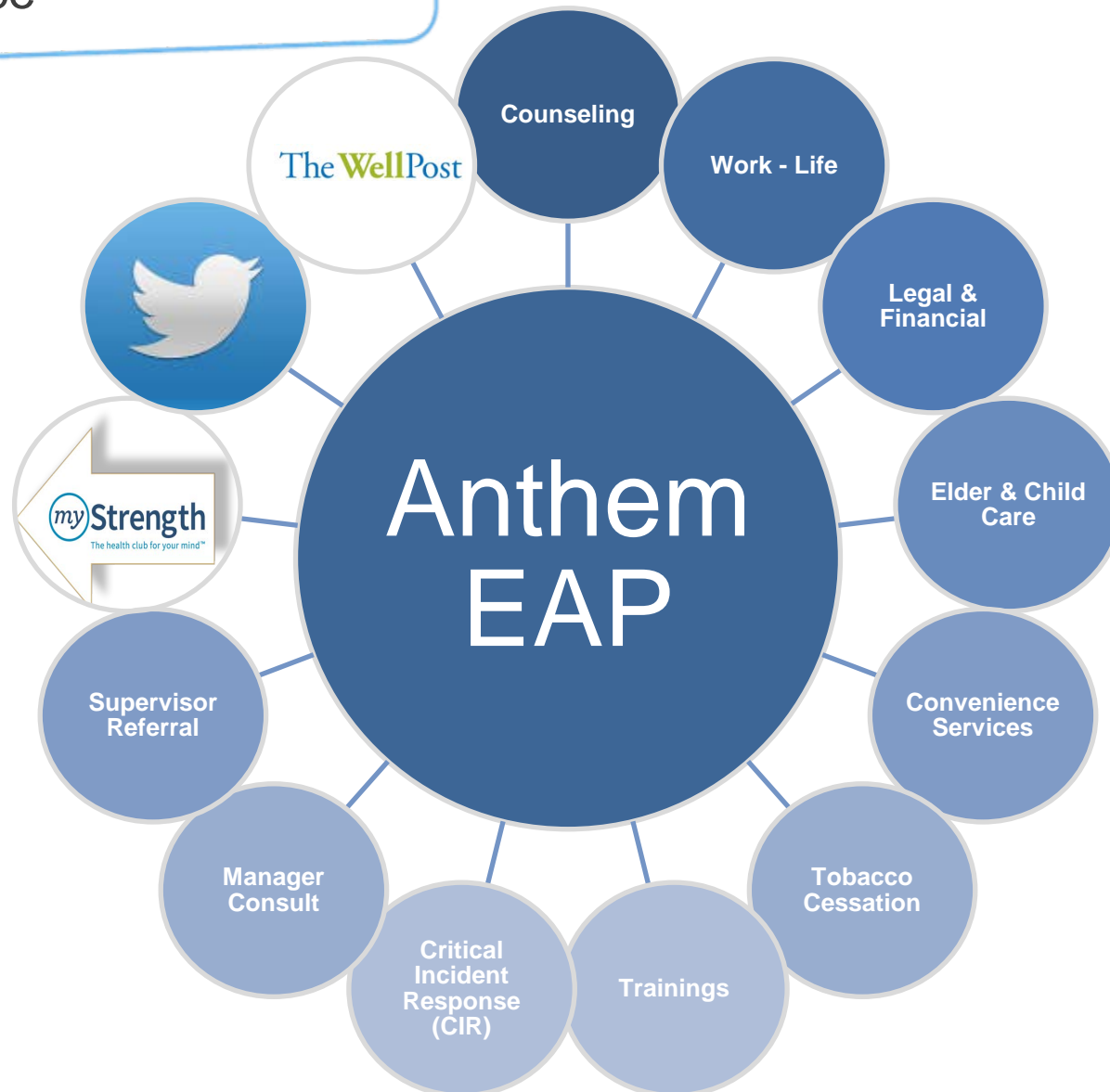
Licensed MFT, Certified EAP

Ellen Wilkerson

WebEx Support

# Anthem EAP

The Resources to Make  
a Difference





**EAP Services for  
Employees and  
their Household  
Members**

# What's the EAP all about?

*Everyday problems and concerns in living that affect the quality of our work and family life*



# EAP offers you and your employees

- Support for a wide range of personal and work-related problems
- A safe, neutral setting to discuss any issues confidentially
- A place to begin sorting through an issue to begin problem solving and creating an action plan to provide relief
- Resources that focus on emotional health and well-being of employees and families





## Basic Features of the Program

- 6 brief counseling sessions per incident
  - Licensed Professionals
  - Confidential service
  - Voluntary program
- Offered to employees & their household members
  - No cost to use EAP
  - Available 24 hrs./7 days

# Work Life Services



Consultations, resources & referrals for assistance with everyday living:

- ❖ Parenting and child care
- ❖ Adult care and aging concerns
- ❖ Consumer education
- ❖ Education and school selection
- ❖ Health and wellness
- ❖ Pet care and resources
- ❖ Convenience Services



# *Identity Monitoring and Recovery*

- Free identity theft monitoring service available by registering on the EAP website
- Educational materials on credit & protecting against identity theft
- ID Recovery Specialists available to help assess risk level and identify steps to resolve identity theft.
  - This may include:
    - Completing any necessary paperwork
    - Reporting to the consumer credit agencies
    - Help notify credit agencies and assist with contacting with impacted creditors to negotiate credit issues
- Specialists will work with members to restore their financial identity to its pre-theft status.



# *Live Tobacco Free*

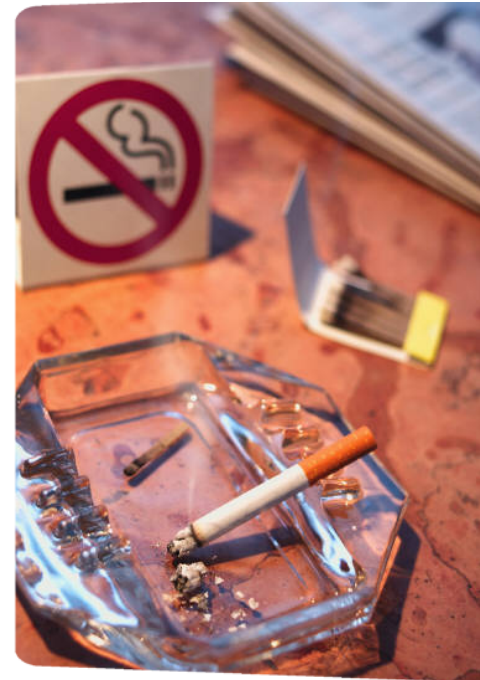
## Two Components of Tobacco Cessation

### Online Program:

- 10 session online tobacco cessation program focusing on techniques to break the tobacco habit. Addresses the root emotional and physical causes of using tobacco.
- Sessions are on demand and accessible anytime.

### Telephonic Coaching:

- A trained tobacco cessation coach will help identify & address the triggers of tobacco use and how to overcome them.
- The coach will work with participants on pertinent issues in preparation for quitting such as family involvement, weight management and fitness.
- Supportive, motivational sessions are scheduled to help members attain wellness goals.



# myStrength

Meeting people where they are

The logo for myStrength, featuring the word "my" in a blue circle followed by "Strength" in a bold blue font.

myStrength

<http://view.vzaar.com/2851988/player>



# myStrength

## Member experience

The screenshot displays the myStrength user interface. At the top is a blue navigation bar with a home icon and menu items: my Profile, my Journey, my Inspirations, Goals, Mood, Wellness, Community, and Explore. Below the navigation bar, the user is greeted with "Welcome, Robert!" and a "Logout" button. A quote by Ralph Waldo Emerson, "All life is an experiment. The more experiments you make the better.", is featured on the right. The main heading is "Today's workout". A central message reads "Welcome back to the health club for your mind!" followed by "We're glad you're feeling up to a full workout today." Below this are three content cards. The first is a "LEARNING" card titled "Determining Overall Goal" with a video thumbnail of a woman and a form titled "Which best describes why you have come to myStrength?" with four radio button options: "Help with a specific challenge in life.", "To make staying well a part of my routine.", "Change how I've been feeling.", and "Not sure why." A "Submit" button is at the bottom. The second is a "VIDEO" card titled "Get On the Right Foot" with a video thumbnail of a man in a suit and a "1:01" timer. The third is an "INSPIRATIONAL" card titled "Your Goals Should Be Aligned With One Another" with a video thumbnail of a man kissing a baby on the cheek. Each card has a star, comment, and like icon, and a "See more like this" link. At the bottom, a "Topics of interest:" section includes buttons for "CONNECT WITH OTHERS", "SET GOALS", "WEIGHT MANAGEMENT", and "BE POSITIVE", along with a "See all" link.


my Profile my Journey my Inspirations Goals Mood Wellness Community Explore

Welcome, Robert! Logout

“All life is an experiment. The more experiments you make the better.”  
– Ralph Waldo Emerson

### Today's workout

**Welcome back to the health club for your mind!**  
We're glad you're feeling up to a full workout today.



Which best describes why you have come to myStrength?


- Help with a specific challenge in life.
- To make staying well a part of my routine.
- Change how I've been feeling.
- Not sure why.

Submit

LEARNING ☆ 🗨️ 👍

#### Determining Overall Goal

See more like this




1:01

VIDEO ☆ 🗨️ 👍

#### Get On the Right Foot

See more like this



INSPIRATIONAL ☆ 🗨️ 👍

#### Your Goals Should Be Aligned With One Another

See more like this

Topics of interest: [CONNECT WITH OTHERS](#) [SET GOALS](#) [WEIGHT MANAGEMENT](#) [BE POSITIVE](#) [See all](#)

# EAP LiveHealth Online

Making care easy to access

**Seeking help is a big step.  
We've made it easy and convenient to have a  
face-to-face session with an EAP consultant  
using your computer, tablet or smartphone**

- Ability to schedule your first visit quickly at a time that works for you. This may be the same day or within four days
- To get started call the EAP toll free line and request a video session
- Ability to interact privately with a therapist from a comfortable place for you
- EAP online visits are available as part of the program without an additional cost or claim filing

**Launching Soon**

# EAP Website

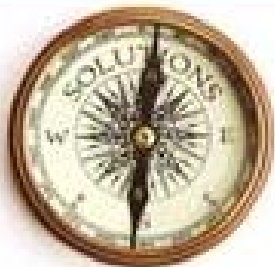
## Upcoming Updates

- **COMING SOON!**  
Refreshed look and feel
  - Images and colors to align with the Anthem brand
  - Improved navigation
- **Mobile version**

The screenshot displays the Anthem EAP website homepage. At the top left, the logo "Anthem EAP" is visible. Below it, a "Welcome Guest" message includes the phone number "800-000-0000". A navigation bar contains links for "HOMEPAGE", "PARENTING", "AGING", "BALANCING", "THRIVING", "WORKING", "LIVING", and "INTERNATIONAL". The main content area is divided into four columns: "MEMBER CENTER" (with a compass icon and a list of self-service actions), "THE WELLPOST" (with a person celebrating icon), "SEARCH FOR RESOURCES" (with a toolbox icon), and "CENTERS" (with a stethoscope icon and a list of center categories). Each column has a "Read more" button at the bottom.



Welcome Guest  
800-000-0000



## MEMBER CENTER

- Your self-service area to:
- Search for EAP counselors
  - Confirm your first appointment
  - Send messages to your EAP



[Read more](#)



## THE WELLPOST

Visit our blog for information and tips from our experts to live life to the fullest

[Read more](#)



## SEARCH FOR RESOURCES

Are you in need of a caregiver or another type of provider? Use our handy search tool.


[Read more](#)



## CENTERS

- ▶ [Monthly Promotion](#)
- ▶ [Legal/Financial](#)
- ▶ [Live Tobacco Free](#)
- ▶ [Savings Center](#)

# Three ways to Schedule an Appointment



**Pick up the phone and call the toll free number, anytime day or night**

- 800 999-7222

**Don't want to call? - Use the MEMBER CENTER on the website**

- Log on the EAP website at [www.anthemeap.com](http://www.anthemeap.com). Click on the MEMBER CENTER and register
- Once registered you'll have access to the entire EAP network of counselors

**Don't want to leave your home? – Use EAP LiveHealth Online**

- Schedule your 1-on-1 sessions using your computer, tablet or smart phone for a internet apt.

**Coming in early 2017**

# **EAP Services for Management**



# Workplace Issue Confronting Personnel Administrators



**Employment  
Discrimination  
Concerns** (sexual  
harassment,  
gender/age/race  
discrimination)



**Violence in the  
Workplace** (threat  
assessments)



**Employee  
Impairment** (ADA,  
FFD, Substance Abuse)



**Diversity in the  
Workplace** (different  
cultures, work ethics, age  
ranges)

# Anthem EAP

## How the EAP can Help

You can call EAP for consultation with staff experienced on workplace situations anytime

*EAP consultation offers you:*

- A safe, neutral, confidential place to discuss concerns
- A qualified resource to assist in problem solving and develop a plan of action for your situation
- Offers trainings to provide you with more tools to support leadership and your employees



# Anthem EAP

## Employer Services

The EAP provides a suite of services and resources to help management with a variety of needs including:

- Management training
- Consultation with leadership to assist in addressing employee workplace and job performance concerns
- Employee wellness seminars
- Consultation on a traumatic workplace situation
- Onsite Critical incident Response (CIR) after an event
- Supervisor/manager telephone consultations to address personnel or workplace issues
- Formal supervisory referrals to EAP
- Program promotional materials



# When Performance Issues Aren't Addressed

## It creates

- Disruption in the work
- Decreased productivity
- Increased negativity
- Disruption in team spirit and cooperation
- Increased absenteeism, turnover
- Poor morale among co-workers



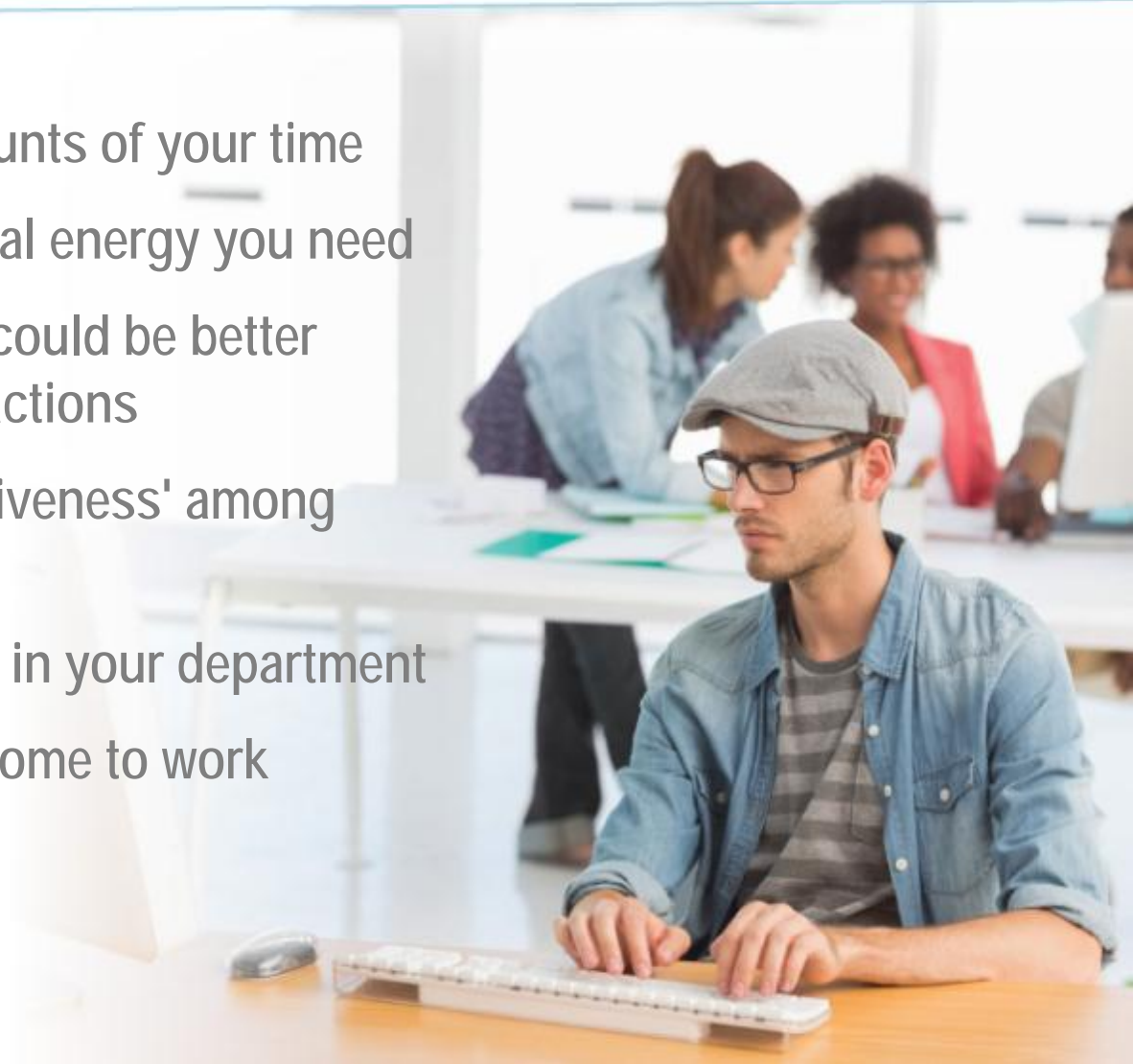
# The Goal of EAP Consultation:

- To assist managers in creating a plan of action for discussing declining job performance with their employee
- To help manager prepare themselves emotionally for a difficult meeting
- To increase comfort level and confidence with a difficult discussion



# Dealing with just one non-performing employee can:

1. Absorb excessive amounts of your time
2. Drain valuable emotional energy you need
3. Deploy resources that could be better spent toward positive actions
4. Create havoc and divisiveness' among employee
5. Decreases productivity in your department
6. Make *you* not want to come to work



# What the EAP is not!



- Long-term psychotherapy
- Alcohol & drug treatment
- A place to get a prescription
- Court ordered treatment
- Workers Compensation
- Leaves of Absence
- A Human Resources Dept.
- A spy of management

# EAP Wellness Training

- Over 250 wellness topics are available for presentations to employees and management
- Trainings can be provided to staff either on-site or via webinar
- The EAP website contains an easy-to-access, 11 minute video which provides an overview of program.





# Services that make a difference

Face-to-Face  
Counseling

30 Minute  
consultation  
with an  
Attorney

Wellness  
Training

**EAP offers  
services, tools,  
resources and  
information to  
support member**

Comprehensive  
Website

Child care  
consultation  
and  
customized  
resources

Consultation  
Services to  
Leadership

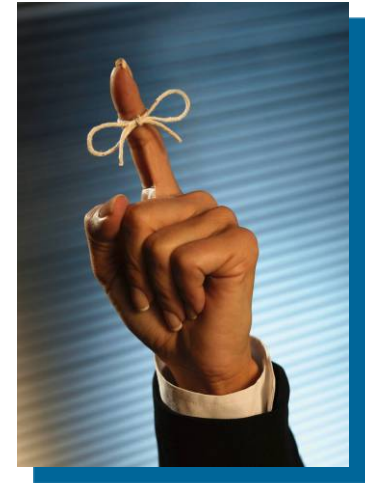
# Everybody has a role to play

Employees

Managers

Company

EAP



800 999-7222

[www.anthemeap.com](http://www.anthemeap.com)

Program name: SISC