



*Support During Difficult Times*

## Critical Incident Response



If your worksite is enrolled in a Maine Municipal Employee Health Trust (MMEHT) health insurance plan, Critical Incident Response (CIR) services are available, often free of charge. As part of Anthem's Employee Assistance Program (EAP) offered to you by MMEHT, you have access to trained professionals to help you and your employees in times of crisis.

When your employees are exposed to events that threaten their sense of safety or well-being, you understand how important it is to provide the needed support and resources to promote a healthy and quick recovery.

Anthem EAP offers managers and directors 24/7 access to clinical consultants who can speak with your employees about the event, provide best practice guidance, educational materials, on-site counselors and other resources to help employees through difficult times.

**To access the CIR services simply call the EAP's toll-free number:**

**1-800-647-9151.** There is no cost for the consultation. There is also no fee for the first three hours provided by the on-site counselor, if the incident qualifies. (Please speak to Health Trust management about possible additional costs.)

Anthem EAP also offers 24/7 telephonic support to your employees, and their household members, and up to three no cost face-to-face or video visits with a local counselor (per issue per year). To access no cost counseling visits, members can call the EAP's toll-free number at **1-800-647-9151** or go to the EAP's member center at [www.anthemead.com](http://www.anthemead.com) (login: MMEHT).

If you have any questions about Anthem EAP or the CIR services, please contact:  
Anne Charles, Health Promotion Manager, at 1-800-452-8786 x 2292, [acharles@memun.org](mailto:acharles@memun.org) or  
Kristy Gould, Health Trust Director, at 1-800-452-8786 x 2389, [kgould@memun.org](mailto:kgould@memun.org)