



# Your Employee Assistance Program is here to support you

## What you can expect when you refer employees

Your employees' emotional health is an important part of their overall well-being. When your employees struggle with issues such as stress, caregiving, or financial problems, you can feel comfortable knowing you are able to support their needs with resources to help them face those challenges.

### Formal referrals allow you to monitor employees' progress

As an employer, there may be times you need to make a formal referral, to ensure your employee is assessed and receives recommended treatment.<sup>1</sup> Follow these steps to make a formal referral to the EAP:



Contact Anthem EAP and speak to clinicians/consultants. Discuss your concerns and reasoning for the referral. If a formal referral is needed, the EAP will send you a *Consent to Release of Information form*.



Meet with the employee to explain the reasoning behind the formal referral. Set expectations, explain the process, and to ask them to sign the *Consent to Release of Information form*.



With the consent form signed by the employee, the EAP representative is authorized to inform you when the employee has made contact, and if they are attending appointments and/or following treatment recommendations.



The Anthem EAP representative will schedule routine check-ins with you or the employee's manager.



If treatment is recommended beyond the three no-cost counseling visits, the employee would be expected to transition to insurance or self-pay.<sup>4</sup>

**If employees ask for help, have them contact Anthem EAP at 800-647-9151 or [anthemeap.com](http://anthemeap.com) and enter your code MMEHT to log in.**



## Connecting employees to their Employee Assistance Program (EAP)

If an employee is having difficulties, personal or work-related, they can talk to an EAP representative privately and confidentially.<sup>2</sup> Representatives are specially trained to assess their needs and discuss options.

Anthem EAP offers a full suite of services to promote emotional well-being and a healthy work-life balance, including:



**Counseling.** Employees can receive three no-cost visits to a therapist.

- If an employee prefers video visits through LiveHealth Online, the representative will give them a custom coupon code to void the cost of three visits on [livehealthonline.com](https://livehealthonline.com).<sup>3</sup>
- If the employee would rather go to a therapist's office, the EAP representative will provide them a list of local therapists, or the employee can find one on [anthemeap.com](https://anthemeap.com) (login: MMEHT).

Employees can schedule an appointment with the therapist's office, and then report back to the EAP with the therapist's name and first appointment date. Employees can call the EAP if they have difficulty scheduling an appointment. The EAP representative will send the authorization for the first three, no-cost visits to the provider.



**Legal and financial consultations.** Employees can call to receive a 30-minute, no-cost consultation with an attorney, in person or over the phone. They are also eligible to receive financial consultation, as frequently as needed.



**Telephone support.** Employees may contact the EAP anytime, 24/7. Representatives can listen and help them find appropriate care and resources.



**Work-life resources and referrals.** Employees have unlimited access to [anthemeap.com](https://anthemeap.com) (login: MMEHT), where they will find health and wellness information, seminars, skill builders, depression and critical event support centers. They also can also call to speak to a specially trained representative who can assist in searches for childcare and eldercare, housing, and pet sitters.

<sup>1</sup> Some companies do not offer formal or mandatory manager referrals to EAP. It is important to consult with your local HR representative to ensure you have access to these services.

<sup>2</sup> Anthem EAP services are confidential. No one will know your employee contacted your EAP, unless they give permission in writing.

<sup>3</sup> Appointments subject to availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it is important that you seek help immediately. Please call the National Suicide Prevention Lifeline, 800-273-TALK (800-273-8255) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services. For urgent issues, issues related to alcohol and/or drugs, Attention Deficit Disorder, eating disorders, legal or financial questions, or if an employee is required to seek counseling by the employer, the member must call the EAP's toll-free number.

<sup>4</sup> This service is available on a fee-for-service basis and billed to the employer group's designated contact.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

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