



**Magellan**  
HEALTHCARE<sup>SM</sup>

# Your Employee Assistance Program

# Objectives

- Describe your Employee Assistance Program (EAP).
- Identify how to access the EAP.
- Explain EAP services.

# Your program



## Available 24/7/365

Your program offers a variety of no cost, confidential resources, tools and services.

**There are times when a little help can go a long way.**

- **Self-care programs**
- **Lifestyle coaching**
- **Counseling**
- **Life enrichment services:**
  - Work-Life Web Services
  - Employee Discounts
  - Member website
  - Financial Wellness
  - Legal Services
  - ID Theft Resolution

# How your services can help you



Our mission is to help you successfully navigate through the ups and downs of life.

*I felt like giving up. I felt like going to a hospital and telling them I wanted to take my life. But then I called Magellan. **I'm calling because I want to say thank you.***

*It's a relief to talk to somebody who has no connection with my office and is not going to come back and bite me. **Thank you for being there.***

*She was awesome, she helped me out, help me understand the EAP program. She was very patient with me and gave me a bunch of options that I didn't know I had. **She was very kind and very nice.***

# How to contact your program



**24 hours a day/7 days a week**

Call your program's  
toll-free number  
or

Log on to your member website



# Self-care programs

*Digital well-being for full spectrum emotional health*



**Digital emotional wellness tools to build resiliency, manage stress, improve mood, sleep better or simply find daily inspiration.**

- Interactive, self-paced programs matched to your preferences
- Self-monitoring to track mood, sleep, stress and goals
- In-the-moment tools for coping with daily situations
- Over 30 life themes to help individuals live their best lives

# Lifestyle coaching

*Helping members reach their goals every day*



## **Certified coaches motivate members to plan and achieve their goals.**

- You define the change you want to make, personal or professional.
- Coaches help you clarify goals, identify obstacles and develop action plans to achieve results.

*“I was fortunate to benefit from her coaching during a recent life transition. She was instrumental in bringing clarity to my situation and helped me find great peace where I could not find it before.”*

# Counseling

*Licensed professionals provide the support you need*



**Confidential service provided at no cost.**

Counselors can help with anxiety, grief, depression, relationships and more.

They are available:

- In-person
- By text message
- Live chat
- Phone
- Video



Messaging



Chat



Phone



Video



# Life enrichment

*Services for every generation and life stage*



## Work-life web services

- Parenting and childcare | Aging and elder care
- Life events: new baby, special needs, pet ownership, marriage, divorce, money management, etc.

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## Employee discounts

- Money-saving offers
- National and local brands



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## Member website

Centralizes access to program services and hundreds of life and health educational resources.

# Life enrichment

*Services for every generation and life stage*



## Financial Wellness

- Meet with a Money Coach
  - Develop a plan
  - Take action
- 



## Legal Services

- Legal advice
  - Document preparation discounts
  - Online resource center
- 



## ID Theft Resolution

- Fraud Resolution Specialist™
- ID Theft Emergency Response Kit





## DESTINY | 37 YEARS OLD | FOOD SERVER

Public-facing, essential worker. Working long hours and is concerned about her emotional wellbeing. Carrying stress into her home life and sleeping poorly.

### Interventions



**CALLS THE EAP**



**CLINICIAN COMPLETES INTAKE ACCESSIONMENT**

- Clinician validates Destiny's stress and provides in-the-moment support including stress management and coping skills
- Educates her on self-care programs for sleep
- Suggests coaching services

### Outcomes



**DESTINY ACCESSES SELF-CARE PROGRAMS AND ENGAGES IN ON DEMAND LEARNING**

- Destiny customizes a digital sleep program, and it teaches her how to create a sleep schedule
- Reads articles and views webinars to learn about caring for her health and wellness
- Health coach helps Destiny to identify goals and take action

### Resilience

- Experiences improved sleep and reduced stress at home and at work
- Feels confident about her ability to complete her work
- Continues to practice the coping skills and strategies she's learned
- Is reinvigorated at work and appreciates the support she received



## TOM | 35 YEARS OLD | WAREHOUSE WORKER

Works third shift in a warehouse. His wife is a stay-at-home mom to their triplet newborns. Interested in buying his first home but is stressed about his finances and saving for his children's future.

### Interventions



**USES LIVE CHAT, THEN CALLS THE EAP CLINICIAN COMPLETES INTAKE ASSESSMENT**



- Clinician listens to Tom and provides in-the-moment support including stress management skills and reference to the member website
- Educates Tom on legal/financial resources

### Outcomes



**TOM ACCESSES LEGAL/FINANCIAL, MANAGER SUPPORT, MEMBER WEBSITE**

- Financial expert guides Tom to make a budget to save for a down payment and long-term
- Saves articles and videos from the member website for future reference about stress, mindfulness and relationships

### Resilience

- Feels relieved to have a financial plan and timeline in place for buying a home
- Appreciates the member website as a resource and uses it regularly
- Is reinvigorated at work and appreciates the support he received



## SABRINA | 29 YEARS OLD | ACCOUNTANT

Works from home. Stressed about student loan debt and isolation. Recently lost her sister due to a long-term illness and gained custody of her sister's two dogs. Has a history of depression and has tried counseling in the past but couldn't prioritize the in-person visits.

### Interventions



**CALLS THE EAP**



**CLINICIAN COMPLETES  
INTAKE ACCESSIONMENT**

- Provides compassionate, caring support
- Talks to her about help available for feelings of depression and isolation
- Educates her on resources available for her new pets and with fostering virtual relationships
- Suggests legal/financial for debt consolidation

### Outcomes



**SABRINA ACCESSES  
VIRTUAL THERAPY,  
WORK-LIFE,  
LEGAL/FINANCIAL**

- Virtual therapy allows Sabrina to message with a therapist at her convenience
- Sabrina learns how to cope with depression and nurture her relationships with others
- Work-life connects Sabrina to a dog walker, vet and discounts on supplies
- Plan underway, with financial guidance, to pay down loans

### Resilience

- Feels good about the virtual therapy progress and prioritizing her mental health
- Is optimistic about her new role as a dog owner and the opportunity to connect with other "dog parents"
- Has peace of mind now that she knows her loan payoff date is within reach
- Is reinvigorated at work and appreciates the support she received

# Your Employee Assistance Program

**Call toll-free or visit us on the web**

**24 hours a day/7 days a week**

**Thank you!**

## **CONFIDENTIAL INFORMATION**

*The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.*

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