

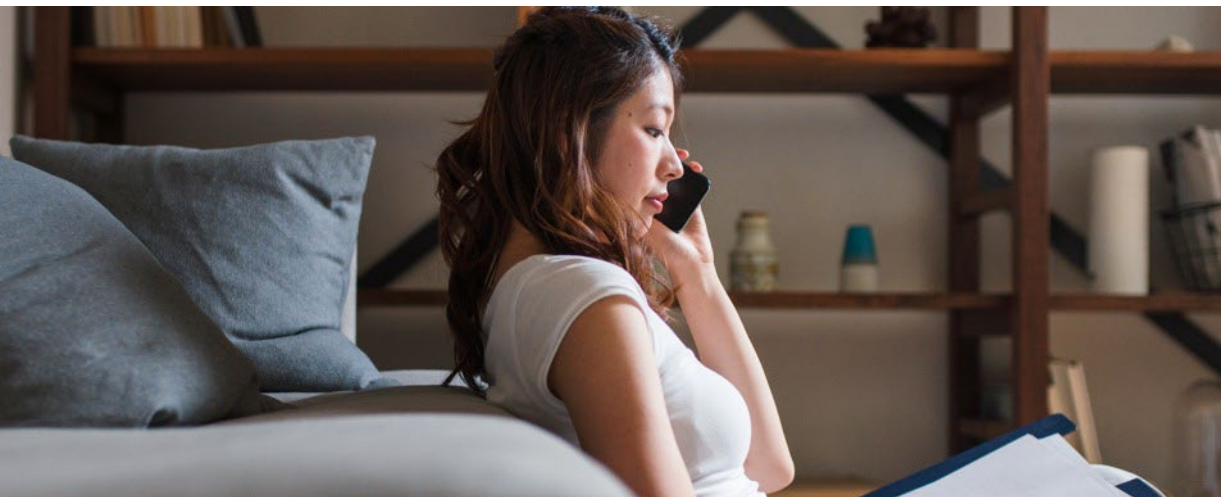
The confidence of care

Employee Assistance Program (EAP)
overview for VBA Managers/Supervisors



Delivering employee assistance with empathy and support

We're available any time to help employees connect with the empathetic, proactive support they need.



Immediate assistance, 24/7

Available to your employees and their household members.



Confidential counseling

Quick and easy access to work-life services and counseling; in-person and online.



Seamless connections to care

Proactively connecting your employees to care across your medical, behavioral health, EAP, disability, and wellness programs.



Maintaining balance through personalized work/life services

Your EAP helps your employees juggle their many work and personal responsibilities.



Access to work/life specialists
by phone or chat*



Child and elder care



Legal and financial consultations



An EAP website with tools, information, and resources

EAP Counseling with Talkspace

Talkspace is a digital platform that supports behavioral health and emotional wellness needs from a secure, HIPAA-compliant app.

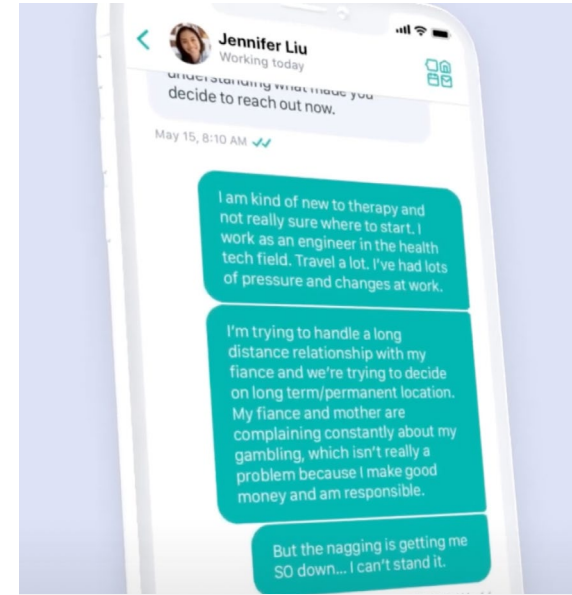
Members work with a dedicated, licensed provider for one-to-one counseling (ages 13+).

To give members more flexibility, Talkspace offers multiple modes of communication.

Talkspace's unlimited text messaging experience is not a live-chatting service, but a convenient way for members and counselors to engage throughout the week.

Members can send texts (including voice and video messages) any time and counselors engage daily during their business hours, which often includes weekends.

Live video appointments are real-time video calls between members and their dedicated counselor.



One “session” generally equals one week of Talkspace access and the ability to send unlimited messages to your counselor, or one completed live video session.



Emotional Well-being Resources offers support how and when it's needed

- Employees access the self-assessment tool that uses cognitive behavioral therapy (CBT) techniques to recommend support programs for:
 - Social anxiety
 - Depression
 - Stress, anxiety, or worry
 - Insomnia
 - Substance use
 - Panic disorder
- Employees can engage clinical coaches via text, email, and phone.
- Social support through family, friends, and peer-to-peer communities.
- Mindfulness moments and online tools support ongoing care.

Real-time connections, simple access

Your EAP website empowers employees with tools and resources to solve the toughest challenges.

Member Center

- Ability to search for providers and **book online** (*coming soon*)
- Area for accessing counseling session authorizations
- Email feature for contacting EAP

Resources

- Articles to support well-being, work/life balance and employee whole health
- Legal documents and financial calculators
- Webinars and podcasts

Workplace tools and resources in the *'Working'* section of EAP's website

Topics include:

- Effective Management
- Workplace Productivity
- Workplace Diversity
- Career Development
- Training and Development

LiveConnect Online

- Instant messaging for support and work/life resources

Employer services to support wellness in the workplace

24/7 support

Assistance by phone, day or night, for personal and organizational needs



EAP training sessions

Education for personal and professional development



Promotional materials

Messaging and resources to help keep EAP visible



Critical incident responses

Support after a traumatic event;
97% satisfaction rate year to date (2021)*



Management consultation and EAP referrals

Guidance in helping troubled employees



Utilization reporting

Insight and analysis on the impact of EAP



Critical incident responses, extra support during difficult times

A traumatic event in the workplace can have a devastating impact on your employees. EAP can help. We offer:



24/7 telephone support with a licensed clinician who will work with you to develop a plan of action. Your EAP client consultant will be alerted and provide additional consultation.



Educational materials and resources, including tip sheets and flyers for employees.



On-site critical incident response debriefings staffed by a local clinician in the community.



Follow-ups to see if more services are needed. These could include another on-site critical incident response or a wellness training on coping with trauma, managing grief, and related topics.



We're available day or night
to help employees in need.

EAP Tools and Resources

All employees, their household members, and dependents are eligible to use the Employee Assistance Program (EAP)



24/7 access

- Call the EAP (800) 346-5484 any time day or night
- Guidance, support, and consultation
- Resources and referrals

EAP counseling – 4 visits per issue per year

- In-person, by phone, virtually, or by text
- Provider finder tool on the EAP website
- Available on a per issue per year basis for employees and their household members

EAP website

- Articles, webinars, podcasts, resources
- Website log-in:
 - www.anthemeap.com
 - Click on the member log in button and enter: VBA

Legal consultations

- Free 30-minute consultation per issue per year
- Phone or in-person meeting; discounted fees to retain a lawyer
- Online library and forms

Financial consultations

- Free telephone consultations
- No limit to the number of calls
- Online resources, including calculators and budgeting tools

Identify Theft Recovery

- Identify monitoring and theft resolution
- Register for services via the EAP website

Work/Life services

- Child and elder care resources
- Help with every day needs such as pet sitting, relocation resources and more
- Online resources
- Assisted search by phone or chat on the EAP website¹

Emotional Well-being Resources

- Digital modules on emotional well-being
- Trackers to measure your progress
- Access to a Coach for additional support

Employer services

- Annual bank of hours for EAP trainings (available onsite or virtual) and Critical incident responses (CIRs)
- Management consultations and referrals

Thank you for your time!

Questions?



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.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.