Making Use of Your Member Assistance Program

Jane Mary Wolfe, MSW, ACSW, LICSW, DCSW
Senior Vice President of Clinical Operations
Health Management Concepts
Elm Grove, Wisconsin

Brendan J. Young, CEAP, LCSW, SAP
President and CEO
Mental Health Consultants Inc.
North Wales, Pennsylvania

The opinions expressed in this presentation are those of the speaker. The International Foundation disclaims responsibility for views expressed and statements made by the program speakers.
“An EAP is a workplace program designed to assist: (1) work organizations in addressing productivity issues, and (2) “employee clients” in identifying and resolving personal concerns, including health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance.”

– Employee Assistance Professionals Association
Origins of EAPs

OAPs

1900 to 1940s
Arose out of need to address alcoholism in the workplace.

EAPs

1950s to 1980s
OAPs start to address mental health and stress.

EEPss

1980s to today
Begin to look at the whole person. Coordination with other professions.
Do You Have a Real EAP?

EAP Core Technologies

- Consultation
- Evaluation
- Promotion
- Confidentiality
- Workplace Education
- Workplace Coordination
- Short-Term Intervention
- Case Management
# EAPs Financial Impact

<table>
<thead>
<tr>
<th>Type of EAP</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment Amount (per year)</td>
<td>$18 to $24</td>
<td>$25 to $40</td>
<td>$40 or more</td>
</tr>
<tr>
<td>ROI</td>
<td>1.5:1 to 3:1</td>
<td>3:1 to 10:1</td>
<td>10:1 or more</td>
</tr>
</tbody>
</table>
EAPs Financial Impact

30% to 50% Increase after successful EAP intervention

H19-6
Future of EAPs
The Future of EAPs—Hot Trends

Use of Technology

Prescription Monitoring

Drug Test Verification

Out-of-Network Abuse
EAPs have been shown to contribute to:

- Decrease absenteeism/presenteeism
- Reduce accidents and fewer workers compensation claims
- Greater employee retention
- Fewer labor disputes
- Significantly reduced medical costs arising from early identification and treatment of individual mental health and substance use issues
Why EAP/ Work Life Wellbeing?

(continued)

• Between 60% and 80% of employees who access their employer’s EAP don’t end up using additional mental-health services in subsequent months, according to benefits consultants Watson Wyatt.

• Nearly a quarter of employees confirm that personal finance issues are a distraction at work and 39% say they spend three hours or more each week dealing with issues related to personal finance.
Why EAP/Work Life Wellbeing?

(continued)

- Treatment for mental illness costs the health care system $25 billion a year directly, and more than $300 billion in indirect costs such as reduced worker productivity, according to National Institute of Mental Health.
EAP/ Work Life Wellbeing

The Traditional “Broad Brush” Model

• 24/7 dedicated phone number for members to access
• Telephonic and/or face-to-face session models that can assist employees with:
  – Coordination of referrals for treatment and assistance with appointments
  – Education and training for managers and supervisors
  – Vendor integration and coordination with EAP, wellness, and other client benefits
## EAP/Work Life Wellbeing Topics

<table>
<thead>
<tr>
<th>Addiction/dependency</th>
<th>Domestic violence</th>
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<tbody>
<tr>
<td>Alcoholism</td>
<td>Eating disorders</td>
</tr>
<tr>
<td>Anxiety/stress</td>
<td>Family/relationship problems</td>
</tr>
<tr>
<td>Bereavement</td>
<td>Gambling</td>
</tr>
<tr>
<td>Substance abuse</td>
<td>Gay/lesbian/gender issues</td>
</tr>
<tr>
<td>Care problems related to child care/elder care/disability care</td>
<td>Matrimonial/domestic settlement problems</td>
</tr>
<tr>
<td>Career/job-related stress</td>
<td>Legal information</td>
</tr>
<tr>
<td>Debt advice and management</td>
<td>Performance-related problems</td>
</tr>
<tr>
<td>Depression</td>
<td>Illness of a family member</td>
</tr>
<tr>
<td>Bullying/harassment/discrimination/intimidation</td>
<td>Other work-life problems</td>
</tr>
</tbody>
</table>
## EAP/Work Life Wellbeing

*Daily Advocacy, Education and Support Services for a Broad Range of Financial and Work Life Issues*

<table>
<thead>
<tr>
<th>Financial Wellness</th>
<th>Legal Advice</th>
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<tbody>
<tr>
<td>Adoption</td>
<td>Apartment locators</td>
</tr>
<tr>
<td>Chore services/house cleaners</td>
<td>Eldercare resource and referral</td>
</tr>
<tr>
<td>Emergency services</td>
<td>Entertainment services</td>
</tr>
<tr>
<td>Event planning</td>
<td>Veterinarians</td>
</tr>
<tr>
<td>Volunteer opportunities</td>
<td>Moving/relocation services</td>
</tr>
<tr>
<td>Pet obedience training</td>
<td>Pet sitters/kennels</td>
</tr>
<tr>
<td>Fitness and wellness centers/programs</td>
<td>Public and private educational resources</td>
</tr>
<tr>
<td>Home repair (e.g., handymen, plumbers, contractors, etc.)</td>
<td>Transportation and travel services</td>
</tr>
<tr>
<td>Tutors</td>
<td></td>
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</tbody>
</table>
Behavioral Health Advocacy
Level One

• Assist participant in navigating their health coverage for mental health and chemical dependency.

• Assist participant in locating providers, who will accept new patients in the health plans mental health and chemical dependency network.

• Assist participant in scheduling an appointment or referral.
Behavioral Health Advocacy Level Two

• Identify those in need of treatment.
• Address obstacles, provide education and assistance with securing treatment.
• Promote active participation in the program until engaged in successful treatment.
Behavioral Health Advocacy
Level Three

• Confirm participant is actively engaged in successful treatment and prevent detours on the road to recovery.
• Provides condition specific education for mental health and/or substance abuse conditions as they step down from higher levels of care such as inpatient, residential, partial hospitalization and intensive outpatient.
• Assist in coordination of post discharge care plan from higher levels of care.
• Promoting an EAP is an active process.
  – Do you know who your EAP is and can you contact a specific person if there in a crisis?
• EAPs involvement in care coordination is vital for future success.
• Positive ROI for EAP is proven. The more you invest the greater the return (can be more than 10:1).
• Your EAP can be more than you think
• Your EAP offers you lifestyle services as well as behavioral health consultation.

Website Resources
https://www.ifebp.org/inforequest/ifebp/0167564.pdf
2017 Educational Programs
Health and Welfare

63rd Annual Employee Benefits Conference
October 22-25, 2017
Las Vegas, Nevada
www.ifebp.org/usannual

Certificate Series
February 27-March 4, 2017
   Lake Buena Vista (Orlando), Florida
July 24-29, 2017
   Denver, Colorado
www.ifebp.org/certificateseries

Health Care Management Conference
May 1-3, 2017
New Orleans, Louisiana
www.ifebp.org/healthcare

Certificate of Achievement in Public Plan Policy (CAPPP®)
Part I and Part II, June 13-16, 2017
   San Jose, California
Part II Only, October 21-22, 2017
   Las Vegas, Nevada
www.ifebp.org/cappp

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