

EAP Services for Managers/Supervisors

The Anthem EAP is:

- ▶ **Confidential**
- ▶ Accessible to your company's employees and their household members
- ▶ Free to the individual client; costs are pre-paid by your company.
- ▶ Accessed by calling **1-800-647-9151** or at www.anthemeap.com
- ▶ Designed to support Managers and Supervisors as well as employees

EAP Services for everyone include:

- ▶ Telephonic crisis assistance
- ▶ **Referrals for 4** face-to-face counseling sessions
- ▶ Anthem website resources, including work/life and wellness information
- ▶ Critical incident debriefing services

EAP Services for Managers/Supervisors include all of the above and

- ▶ Management consultations to aid in addressing employee work performance issues
- ▶ Back-to-work coordination
- ▶ Drug and/or alcohol "reasonable suspicion" and "self-referral" coordination

All services are delivered in a confidential manner as required by the state and federal statutes.

The EAP can help individuals with a variety of concerns including:

- ▶ Substance Abuse Issues
- ▶ Family Relationship Problems
- ▶ Communication/Conflict Management
- ▶ Mental Health Concerns
- ▶ Legal & Financial Troubles
- ▶ Child & Elder Care
- ▶ Stress
- ▶ Workplace Concerns
- ▶ Many others



Why would a Supervisor utilize the EAP for consultation?

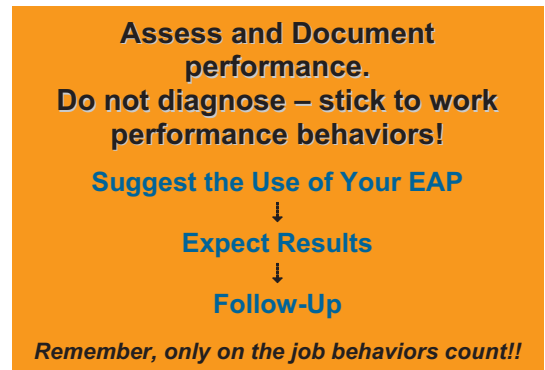
- ▶ Concern for the employee
- ▶ Risk Management
- ▶ Cost Savings

The EAP is a resource for you to turn to when addressing work performance concerns. Whenever you have an employee experiencing a work performance issue begin by speaking with your manager and your human resources representatives. Then consider calling the EAP for a management consultation on developing a plan to address the concern. As a leader within the company the EAP is a resource for you to turn to when addressing work performance concern. Consult with the EAP when you are aware of:

- **Absenteeism:** *unauthorized leave, leaving early, Monday/Friday absences, excessive tardiness*
- **High accident rate:** *Accidents on the job, persistently not following safety guidelines*
- **Lowered job efficiencies:** *Missed deadlines, erratic output, overdependence on others*
- **Poor communication:** *Argumentative with co-workers, customers*
- **Persistent changes in mood:** *Increased irritability, suspiciousness, paranoia, resentment, intolerance, difficulties concentrating, or other unusual moods*
- **Persistent changes in behavior:** *repeated bizarre or unusual actions, difficulties in concentrating, increased confusion*

Steps to take in the Management Referral process

1. **Consult with your Manager and Human Resources**
2. **Call the EAP for a consultation.**
 - Remember, calling the EAP does not commit you to a course of action. The EAP is a resource that will assist you in developing a plan to address the work performance concern.
3. **Determine the type of EAP referral (if any):**
 - **Strongly suggested.** *Suggestion only — no response needed to or from the EAP.*
 - **Management referral:** *There are documented workplace concerns, disciplinary action for workplace performance or risk-management behavioral concerns. Supervisor/Manager /HR consults with EAP prior to meeting with employee. Supervisor/Manager informs employee of EAP of referral. Employee is expected to sign a release of information to inform employer of compliance. Employee cannot be terminated merely on the basis of not following through with referral. .*



If you are making a management referral to the EAP:

1. **Preparation:**
 - Prepare documentation of work performance issues including specific dates, times, issues, etc.
 - Define expectations for improved performance.
 - Consult with your manager or Human Resources before you meet with the employee. Discuss the possibility of referring employee to the EAP.
 - Does your plan include a referral to the EAP? If so, prior to meeting with the employee call the EAP and ask for a management consultation.
2. **Meeting with the Employee:**
 - Review positive aspects of the employee's performance history.
 - Identify past successes.
 - Express employee's value to the company
 - Express concern regarding the current situation.
 - State specifics of performance problem(s), using documentation and supporting company policy, as needed.
 - Clarify performance expectations, including a timeline for improvement.
 - Specify the consequences for failure to improve.
3. **Offer EAP**
 - **For Management or Mandatory Referrals** the Supervisor/Manager/may request/require employee verify that he/she is attending EAP.
 - EAP provides information only on attendance and compliance, not details of personal problems, diagnosis, or treatment programs.
4. **Set follow-up meeting**
5. **Complete paperwork for HR records, documenting discussion and referral**
6. **Continue to monitor, document, and confront performance issues.**

For Manager or Supervisor Consultation Services:

- Toll-Free Number: **1-800-647-9151** and follow the prompts for "manager/supervisor"

For Employee/Household Members Requesting Service:

- Toll-Free Number: **1-800-647-9151** and follow the prompts for "employees"