Employee Assistance Program

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
- Mental Health Concerns
- Stress
- Family Relationship Problems
- Legal & Financial Troubles
- Workplace Concerns
- Communication/Conflict Management
- Child & Elder Care
- 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, resentfulness, 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


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”

We are here to support you. Contact the Anthem Employee Assistance Program at 1-800-647-9151 or www.anthemeap.com