



## Employee Assistance Program

Bringing about positive changes in your employees' behavioral health needs can positively impact your health care costs, employee performance at work and workplace culture.

Our employee assistance program (EAP), provided by Magellan Behavioral Health\*, helps CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. members address personal issues to minimize the need for higher, more costly levels of care.

### Help your workforce become more productive

We offer support to members "where they are" in the mental health spectrum. By selecting our EAP, you'll notice:

- Improvements in employee functioning, productivity and work satisfaction
- Enhanced ability to care for family and self
- Health care cost control and containment

\* Magellan Behavioral Health is an independent company that provides managed behavioral health services to CareFirst members. Magellan Behavioral Health does not provide BlueCross BlueShield products or services.

Additionally, the following services and resources help produce clear-cut results for both members and employers:

**Integration of care**—Access a “one-stop shop” of value-added programs and services that integrate physical and emotional wellness, along with other services that have been traditionally stand-alone in the marketplace.

**Expanded reach**—Offer choices and flexibility, including smart phone applications, to help members search for employee assistance providers.

**Superior web presence**—Find health articles, calculators, webinars and training sessions on an award-winning website.

Members can also register for care with an EAP provider without making a phone call.

**Documented outcomes**—Track member progress in EAP treatments to measure improved productivity and clinical outcomes, while ensuring member confidentiality.

**Critical incident services**—Receive quick and thorough responses to tragedies in the workplace from the only centralized, dedicated Critical Incident Stress Management (CISM) team in the country.

**EAP provider profiling**— Evaluate high-volume EAP affiliates based on individual performance and other factors to ensure members have the strongest clinicians as a first referral choice.

### Core EAP services

- 24/7 telephonic member support
- Face-to-face counseling
- Member website
- Program orientations and trainings
- Workplace support for supervisors
- Progress reports
- Critical incident stress management
- Member promotional materials

### Optional services

**Work-life resources**—Provide information, consultations and pre-screened referrals for a full range of work-life issues, ranging from child and elder care to education and adoption.

Ask your CareFirst representative for more information on how your organization can benefit from our behavioral health programs.

