



Employee Assistance Program

When employees are happy in their personal lives, they can fully focus on their work. This leads to a more productive and fulfilled workforce. But when personal issues arise, as they naturally do, that can change.

Enter our employee assistance program (EAP), powered by LifeWorks.¹ The EAP can help members find the mental, physical, social or financial support they need to bounce back from life's ups and downs.

Help your workforce address personal issues

To help your employees be their best at home and at work, our EAP provides the support they need to overcome whatever life throws at them.

- **Emotional Support**—Anxiety, bereavement, depression, personal relationships, sleep management, stress, and more.
- **Everyday Support**—Elder and childcare matching, financial support, legal services, relocation, and more.



Employees can access our EAP 24/7 by phone, online or the LifeWorks mobile app.

Through our online EAP platform, your employees will have anytime-anywhere access to:

- An extensive network of highly qualified counselors worldwide
- Thousands of clinically verified and trusted articles, toolkits, podcasts, self-assessments and more
- Exclusive perks and savings on brand name retail items

Help your workplace control healthcare costs

The services offered through an EAP, specifically emotional and mental health support, are not subject to out-of-pocket costs. This adds value, whether you have an HMO, PPO, or even a consumer-directed health (CDH) plan with a health savings account (HSA). Members may be more likely to use these EAP services than their benefits or HSA dollars.

At the same time, our EAP program provides support to help you better assist those you serve.

- Managerial Support—Employee referral, manager training, employee support for issues like bullying, sexual harassment, etc.
- Critical Incident Support—Get support for tragedies in the workplace for issues like natural disasters, industrial accidents, workplace violence, etc.

Provide emotional support your workforce needs

If your organization, like many others, is prioritizing mental and behavioral health services, our EAP can help. Through the EAP, participants have access to at least three no-cost appointments with behavioral health clinicians and counselors. For short-term needs, these may be sufficient. If necessary, they can pursue additional support through their healthcare plan.

Members with CareFirst medical coverage have access to our **Behavioral Health Digital Resource**, presented together with 7 Cups of Tea (7 Cups), the world's largest behavioral health support system, as well as our **extensive network of providers**.

Ask your CareFirst sales representative for more information on how your organization can benefit from our employee assistance program, powered by LifeWorks.

EAP services

- Member website
- LifeWorks mobile app
- Online services
- Counseling via telephone, video or in-person
- Well-being content and self-assessments
- Program orientation and training²

¹ LifeWorks (US) Ltd., is an independent company that provides employee assistance program (EAP) services to CareFirst members. LifeWorks does not provide BlueCross BlueShield products or services and is solely responsible for the EAP services it offers.

² Additional charges may apply for employer services.

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