Employee Assistance Program (EAP)

24/7 access to emotional and mental health support
Employees are juggling more than ever

75% of employees experienced burnout during the pandemic¹

$1 trillion in lost productivity due to anxiety and depression every year globally²

4x more adults in the U.S. have experienced anxiety and depression since before the pandemic³

The EAP helps employees tackle challenges confidentially

Consultations and counseling

- Designed to help employees address stress, anxiety, depression, grief or loss, as well as family, relationship and workplace concerns
- Unlimited, 24/7 access to an EAP specialist who can help in the moment
- Access to more than 200,000 network clinicians nationwide for in-person or virtual support

Legal assistance and financial coaching

- Brief consultations at no initial cost for employees
- Discounted fees for attorneys retained through the EAP
Helping remove barriers to care

The EAP is built to help employees focus on their goals by empowering them with appropriate resources:

Strong focus on employees with additional support for management

Access to emotional and mental health support from over 200,000 network clinicians nationwide

Unlimited, 24/7 access to an EAP specialist who can help in the moment

Relevant community and social resources
Strengthening your management teams

We help managers and HR administrators address employee and workplace challenges by offering:

- Unlimited phone consultations with clinically licensed management consultants
- Assistance with management referrals to the EAP
- Coordination of compliance with organization policies

Top client issues in 2021¹
- Anxiety
- Depression
- Marriage and relationship challenges
- Work/life balance

A look at the member experience

Betty feels increasing stress over her responsibilities and relationships both at home and at work. On the advice of a coworker, she decides to explore her EAP benefit to help find relief.

1. Betty calls the EAP directly at 1-888-887-4114
2. The specialist talks with Betty about her concerns
   - Betty is stressed about her new job and feeling anxious
   - The specialist explains Betty’s EAP benefits
3. Betty and the specialist develop an initial action plan and agree on a referral to a local counselor
   - Betty is provided with options based on her personal preferences
4. After a few months, Betty is feeling more optimistic about handling things at home and at work
   - She shares her experience in the follow-up and satisfaction survey offered to all participants

For illustration purposes only. Each employee, depending upon their symptoms, health status, etc., may have a different consumer experience.
Assisting with better outcomes

93%+ employee satisfaction¹

40% reduction in days impacted by presenteeism¹

29% reduction in days absent from work¹

Appendix
In-the-moment emotional support for employees

The EAP specialist gives employees access to emotional support right away — with trained emotional health specialists who help provide personalized recommendations for ongoing care.

- 24/7 telephonic support from a team of master’s-level emotional health specialists
- Tailored care recommendations based on the employee’s needs
- Unlimited telephonic support with no appointments or copays needed

Emotional health specialists can connect employees to programs they may be eligible for such as coaching, in-person or virtual therapy, and digital self-help tools.
Digital capabilities at myuhc.com