

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The SISC medical plans provide an **Employee Assistance Program (EAP)**.

EAP is designed to help you with everyday concerns and questions, both big and small, which impact you or anyone residing in your household. These 'normal problems in living' include:

- *Relationship difficulties*
- *Marriage, Family or Parenting concerns*
- *Managing Change and Stress*
- *Grief and Loss*
- *Legal & Financial Problems*
- *Work-related concerns*
- *Anxiety & Depression*

The EAP can assist you with more serious concerns such as alcohol and drug problems, family violence and threats of suicide. EAP resources are most effective when the services are accessed early in the progression of a problem, before the situation begins to impact personal life or work.

When you or a household member contacts the EAP, they work with you to figure out the next steps. If you need counseling, we arrange for up to 6 visits with a licensed professional. If you have money concerns or legal questions, we put you in touch with a financial advisor or an attorney.

Features of the EAP include:

- An employee assistance program is available to employee groups (bargaining units) represented by SISC. This includes family members, domestic partners and anyone residing in the employee/retiree's home.
- There is no cost for EAP services; no co-pays or forms required.
- Up to 6 sessions per issue are available in person or via virtual visit.
- Evening appointments, which reduce time off the job.
- Emergencies handled by staff members available by phone 24 hours a day on a toll-free basis.
- Every effort is made to see clients within 48 hours.
- Appointments are scheduled at member's convenience.
- People in crisis are provided same-day service.

The EAP can be accessed two ways:

- 1) Call the toll free number 800 999-7222
- 2) Register on the EAP website site thru the Member Center and select your own provider from our site.

If your situation requires more lengthy or specialized treatment than the EAP is designed to provide, they will refer you to your medical carrier to help you locate a participating provider on your health plan.

EAP services are available 24 hours a day / 7 days a week:

800 999-7222

www.anthemeap.com

Program name: SISC

- Management Consultations – consultations on how to deal with employee personal problems as they may impact job performance.
- Critical Incident Debriefings – for employees impacted by incidents such as accidents involving injury or death, armed robberies, hostage situations and natural disasters.
- Reduction in Force (RIF) - program is available to Managers who want to consult on a difficult layoff or in general get information on dealing with survivor issues.
- For additional information you can visit Anthem's website at www.anthemeap.com.