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MEMORANDUM #022---13HR

TO: Agency Administrators

FROM: Carolyn Horwich, J.D., Director of Human Resources

THROUGH: Rip Colvin, Executive Director

SUBJECT: Employee Assistance Program

DATE: August 13, 2013

On August 1, 2013, Lindsey Novinich conducted an online Webinar, "EAP Aetna Resources for Living." Attached please find the PowerPoint presentation Ms. Novinich used, as well as a brief Q & A.

If you have any questions, please do not hesitate to contact me at Carolyn.Horwich@justiceadmin.org or Lindsey Novinich, Senior Account Executive, Resources for Living, at (386)532-9312 (office), (407)342-2886 (mobile), or at Lindsey.Novinich@RFL.com.

Thank you.

EAP Presentation Q&A

Question: Is EAP able to provide a local list of counselor locations? Our employees do take advantage of the debt, stress, eldercare, and child care services and we, as the employer, have regularly used the Management referral service.



Provider Search



Your Provider Search is a courtesy service provided by DocFind, an online search tool that allows you to search for healthcare providers in your area. While you can use this search tool to identify Employee Assistance Program (EAP) providers that are most conveniently located to you, you cannot self-refer to any provider for EAP services. To access your EAP benefit, please call your EAP toll free number and speak with one of our representatives who will confirm participating providers and authorize your sessions.

To use DocFind for a provider search, follow these instructions:

- Click [here](#) or type <http://www.aetna.com/docfind/> into your web browser.
- Next to "Search for" in the first drop down menu, select "Employee Assistance Program Professionals" located under **Behavioral Health**.
- Next to "Type" in the second drop down menu, select the type of provider you are looking for (grief counseling, marriage/family therapist, etc.).
- You can now search by zip code, city or county. Enter whichever is easiest for you and enter the farthest distance you'd be willing to commute in order to see your provider.
- Next, just click the "Search" button and DocFind will find the providers near you. If you are having trouble with your search, you may click the "Advanced Search" option.



Answer: The EAP website contains a link to find an EAP counselor across the nation. Click on this link from the www.myflorida.com/myeap site under My Quick Links for Employees. The site will redirect you to the Aetna docfind tool. Included are screen prints to show what this tool looks like. Click on the Employee Assistance Program Professionals option listed under Provider Type Behavioral Health. Then complete the Type and Location needed. **IMPORTANT**, make sure to call the EAP **PRIOR** to the first appointment to ensure that services are covered 100%. The EAP telephone number is 800-860-2058.

EAP Presentation Q&A

Aetna
Directory of Health Care Professionals

Need Help? Ask Ann
Our Virtual Assistant is ready to help you.
[Ask a question](#)

Aetna members
Sign in to Secure Docfind to get personalized results based on your plan.
[LOG IN](#)

If you have Medicare or Medicaid coverage, please use the [Medicare](#) or [Medicaid](#) directories.

Find doctors, hospitals and other Aetna healthcare professionals that accept your plan.

What are you looking for? Where? (Zip code or city, state) [SEARCH](#)

Find Health Care Services

BY CONDITION
Acid Reflux
Acne
Addiction
Alcohol abuse
Allergy Symptoms
Alzheimer's Disease
Angina
Anxiety or Panic Disorder
Arthritis
Asthma
Attention Deficit Disorder
Autism Spectrum Disorders
[More](#)

BY PROCEDURE
Allergy Shots
Artificial Insemination
Back Care
Bariatric Surgery
Behavioral Therapy
Biofeedback
Biopsy
Bone Density Scan
Breast Care
Cardiac Catheterization
Cardiac Angioplasty
Cardiac Stents
Carpal Tunnel Release
Colonoscopy
Coronary Artery Bypass Graft
CT Scan
Cystoscopy
[More](#)

BY PROVIDER TYPE
Healthcare Professionals
Doctors (Primary Care)
Medical Specialist
Medical Therapists
Dentists (Primary Care)
Dental Specialists
Natural Therapy Professionals
All Medical Professionals
All Dental Professionals
Behavioral Health
[Behavioral Health Professionals](#)
Employee Assistance Program Professionals
Mental Health Facilities
Substance Abuse Facilities
Residential Treatment Facilities
Hospitals and Facilities
Walk-In Clinics
Urgent Care Centers
Labs and Diagnostic Centers
Imaging (X-ray, MRI)
Dialysis Centers

Click Here

Select a Type

[Cancel](#) [Search](#)

Tell Us Your Location

Enter either zip code or city, state.

[Cancel](#) [Search](#)

Question: Is it correct that the EAP does all of the leg work for an employee to find more cost effective ways towards elder care, summer day camps, student loan refinancing, etc., and then provides the employee a report on their findings?

Answer: Yes, the EAP worklife team will interview the member regarding the service needed. The worklife team then does all of the leg work such as making phone calls, interviewing service providers, identifying grant/scholarship programs and compiling all of this information into an individual provider profile for each service provider that meet the needs of the member. The provider profiles are then emailed or mailed to the member.

EAP Presentation Q&A

Question: Is the webinar available via tape?

Answer: The August 1, 2013 EAP meeting was not recorded. The EAP presentation slide deck is enclosed within this email for your reference. There are benefit flyers, brochure and posters available on the EAP website at www.myflorida.com/myeap under My Quick Links. Additionally, a recorded presentation is available on the EAP website under Manager Services -- then scroll down to Supervisor Orientation. I would also welcome the opportunity to speak with members of management and human resources to review services and answer questions related to the program.

You may contact Lindsey at lindsey.novinich@rfl.com

A

Resources *for* Living

EAP benefit orientation

- **Employee Assistance Program**
- **Worklife Services**
- **Legal and Financial Services**
- **ID Theft Consultation**
- **Management Services**



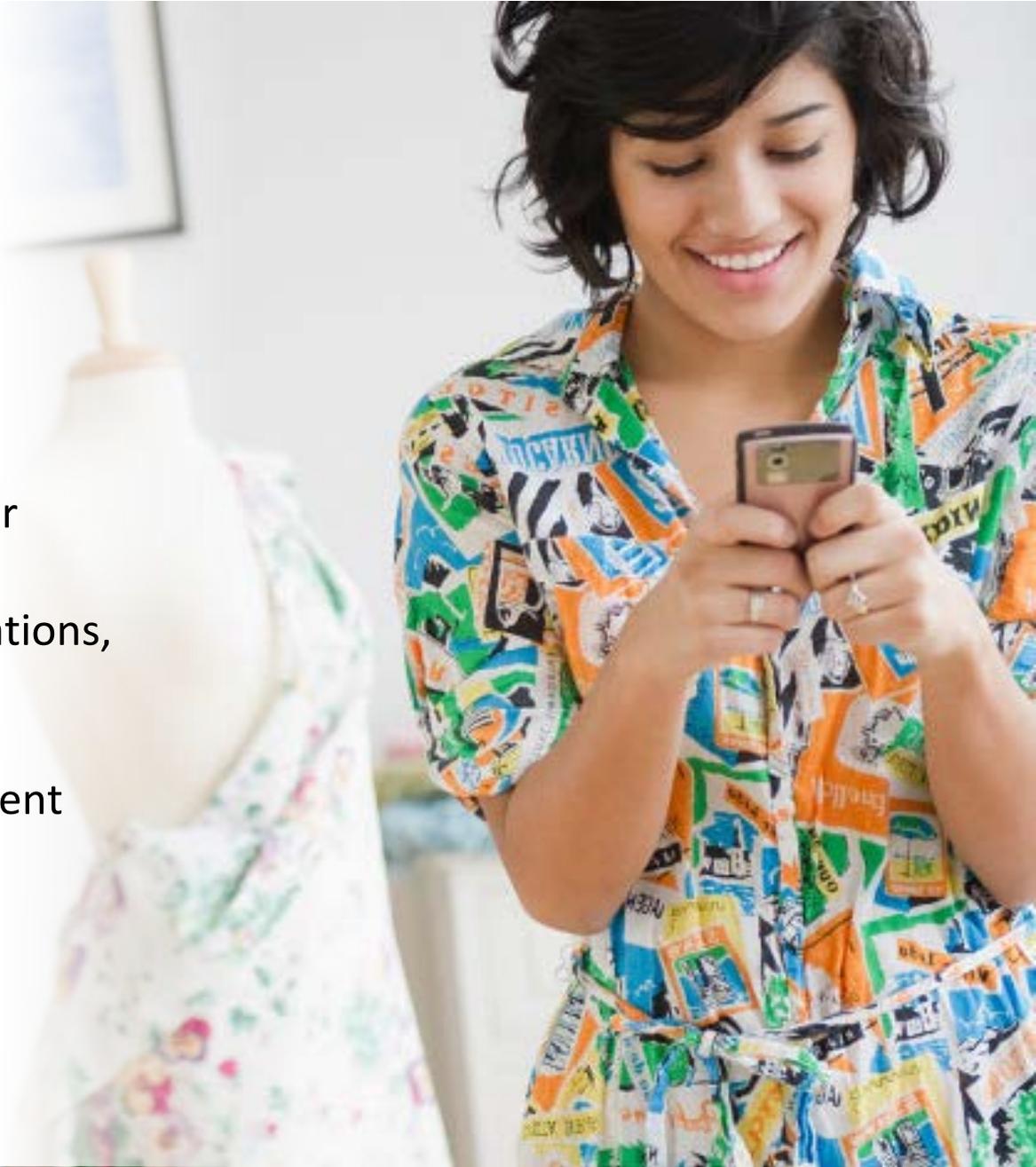
Your benefits

- **Employee Assistance Program (EAP)**
 - Confidential counseling and referral service
- **Legal services**
- **Financial services**
- **Worklife services**
 - Resources and referral service on a variety of life balance topics
- **Management Services**
 - Management referral process
 - Training and education
 - Crisis response services
 - DOT & SAP services



Benefit features

- Cost-free benefit
- Confidential
- National provider network
- Covers you and anyone in your household up to age 26
- Unlimited telephonic consultations, 24/7
- Services offered through the Organizational Risk Management Center



Reasons to consider calling

Psychological

Stress

Drug or alcohol issues

Marital/relationship

Career/job issues

Grief and loss

Family issues

Retirement

Financial consultation

Legal consultation

EAP benefit orientation



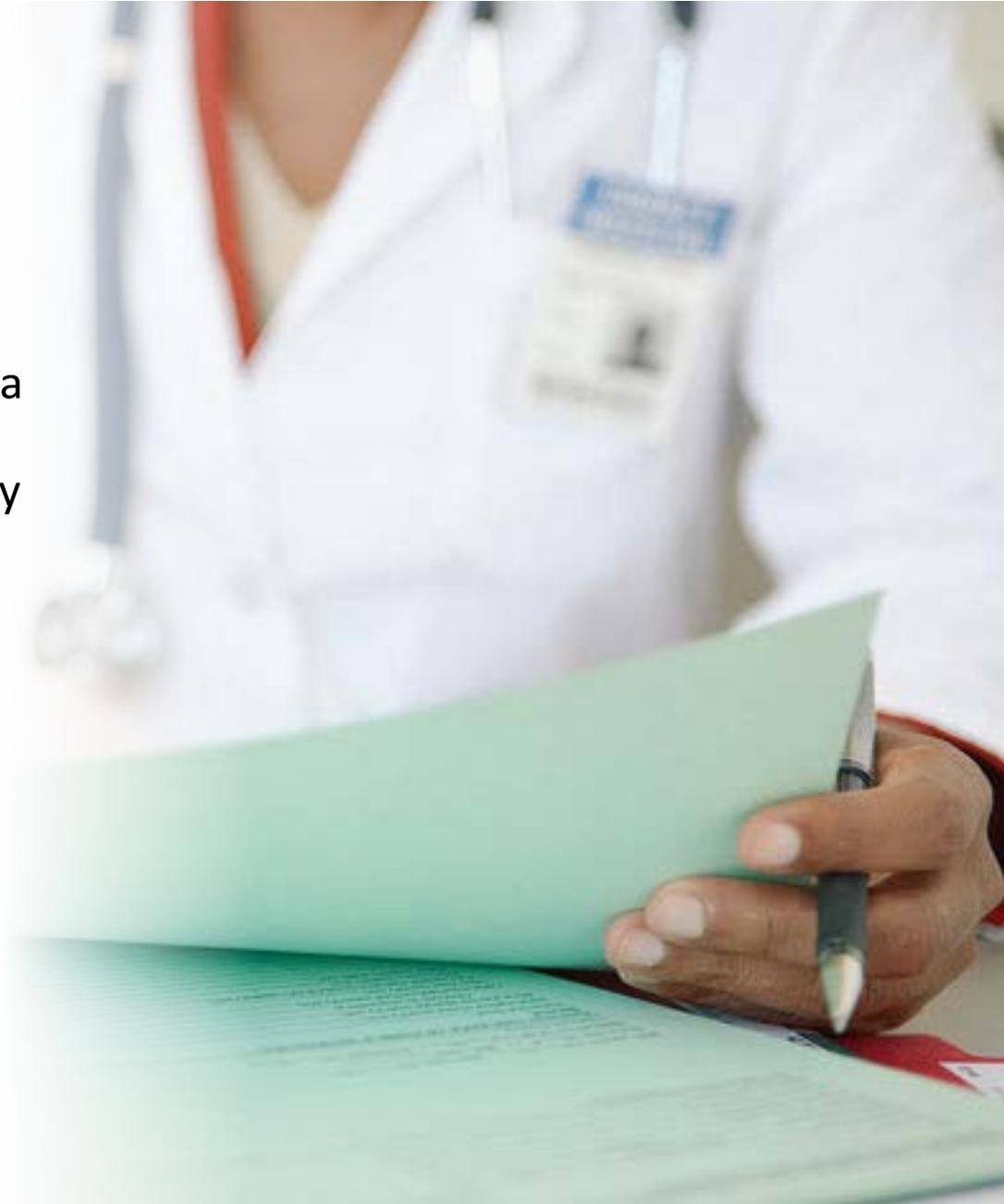
Employee Assistance Program (EAP)

- A confidential counseling and referral service for you and your household members
- A starting place for addressing personal problems
- An avenue of assistance for managers and employees whose personal problems may be affecting their work performance
- Service that integrates behavioral health, physical health and other benefits



The nature of the problem

- Depending on the nature of the problem, our clinicians may offer a referral to one of our many network providers and community resources
- We can also offer additional information about a wide range of resources that may be locally available, including:
 - Social service agencies
 - Community support groups
 - Self-help groups
 - Reading materials
 - Crisis hotlines/help lines



Legal services

Florida Bar Legal Referrals

- Visit www.myflorida.com/myeap
 - Click on the Legal Referral link from the My Quick Links For Employees section
-

Attorney consultations by phone

- **Covered issues:** domestic/family, civil, landlord/tenant, criminal, estate planning, immigration, motor vehicles
-

Face-to-face attorney consultations

- **Covered issues:** Same as above
-

After-hour attorney consultations by phone

- **Covered issues:** criminal, incarceration, DUI
-

As an Employer sponsored benefit, employees cannot use the services to pursue legal action against the Employer, therefore, work related matters are not covered

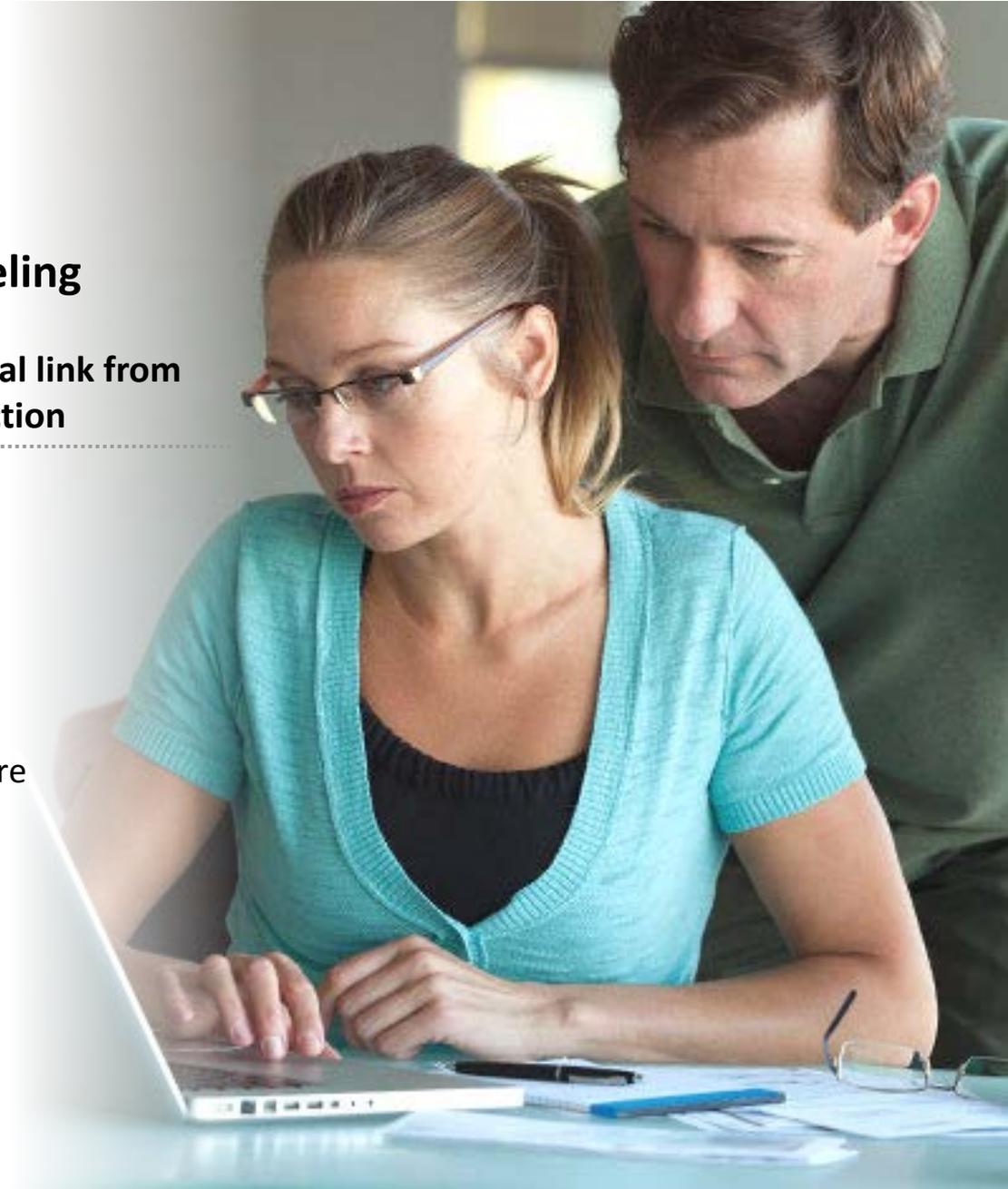


Financial services

Debt Management Credit Counseling

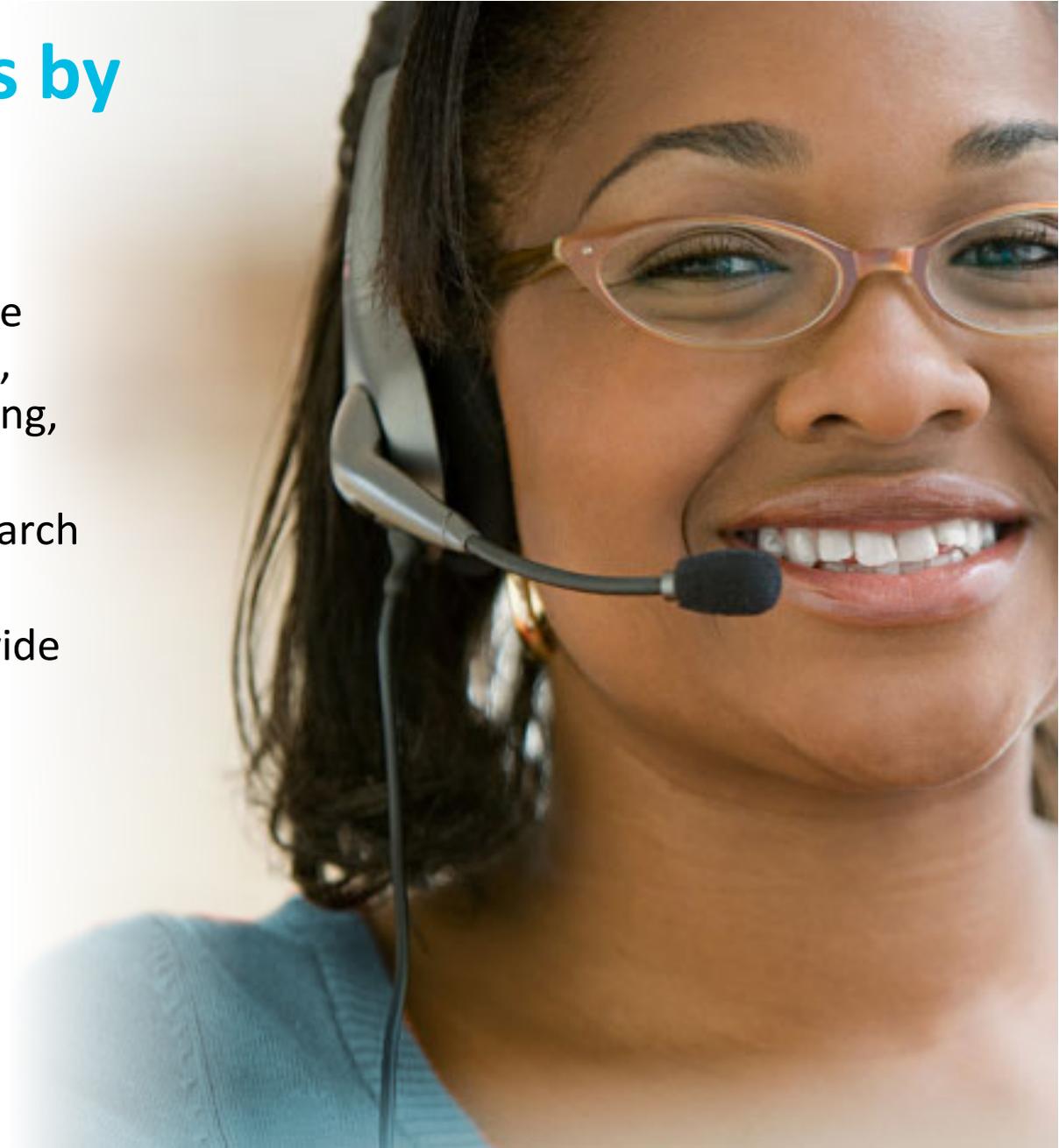
- Visit www.myflorida.com/myeap
 - Click on the Debt Management Referral link from the My Quick Links For Employees section
-

- Budgeting
- Credit score analysis
- Debt
- Mortgages
 - Reverse mortgage counseling, foreclosure prevention
- Financial planning
- Payday loan assistance
- Student loan assistance



Worklife services by telephone

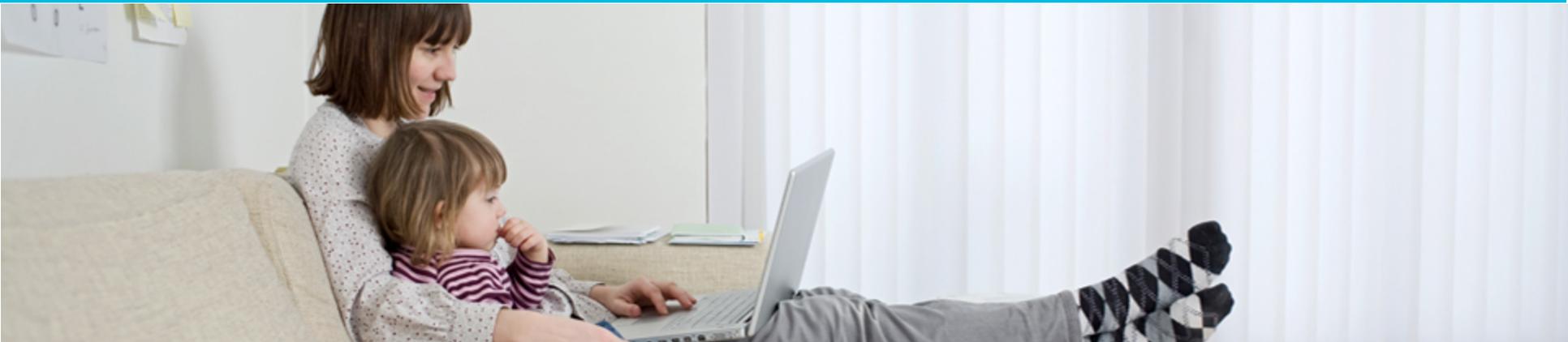
- Resource and referral service by phone, such as child care, elder care, education planning, pet care, household needs
- Worklife counselor will research and pre-screen options
- Worklife counselor will provide referrals, resources and educational materials that address your specific needs



Online Worklife services

You have web access to services and resources on the following topics:

- Prenatal care
- Adoption
- Child care
- Parenting
- Emergency care
- Summer care
- Special needs
- Colleges and universities
- Grandparents as parents
- Adult care
- Disaster relief
- Personal services, pet care
- At risk/high risk adolescents
- Primary/secondary education



How to access services

- Services are available 24 hours a day, 7 days a week
- Call the toll free number on your member brochure, 800-860-2058
- Access web resources through your member website, www.myflorida.com/myeap

All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected abuse of a minor child, and in some areas, spousal or elder abuse). Information is believed to be accurate as of the production date; however, it is subject to change.

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Management Services



Manager Confidentiality

As a manager, you already understand the importance of confidentiality. As with other sensitive matters:

- Keep all records locked
- Communicate with only those who need to know
- Avoid idle conversation regarding employees
- Understand that a signed release is **NECESSARY** to communicate with an ORMC consultant. The MRC will request a completed Management Referral Form.



Department of Transportation (DOT), Substance Abuse Professional (SAP) services

- DOT policy and procedure coaching
- Access to our specialized SAP provider network
- Coordination of initial meeting between the SAP and designated employee representative (DER) to establish expectations of services and case management protocol
- Continued case management if needed/requested once employee has returned to safety sensitive functions



How to spot the troubled employee

As a manager, your goal is healthy and productive employees. But sometimes there are signs that things aren't going well.

- Lateness
- Absenteeism
- Poor concentration
- Decreased productivity
- Unusual behavior
- Increased mistakes and/or accidents
- Friction with co-workers
- Negative attitude
- Difficulty learning from mistakes
- Excessive time on phone
- Lying



Reasons for making a management referral

Some situations require attention before they escalate. Possible reasons for a referral are:

- Violations of company policy
- Harassment
- Safety issues
- Threat of violence
- Attendance issues
- Performance issues
- Emotional instability of an employee
- On-the-job impairment or possession



Be prepared

Always make sure to document:

- Observed suspicious behavior
- Facts – not opinions
- Job performance – not personalities
- Policy violations

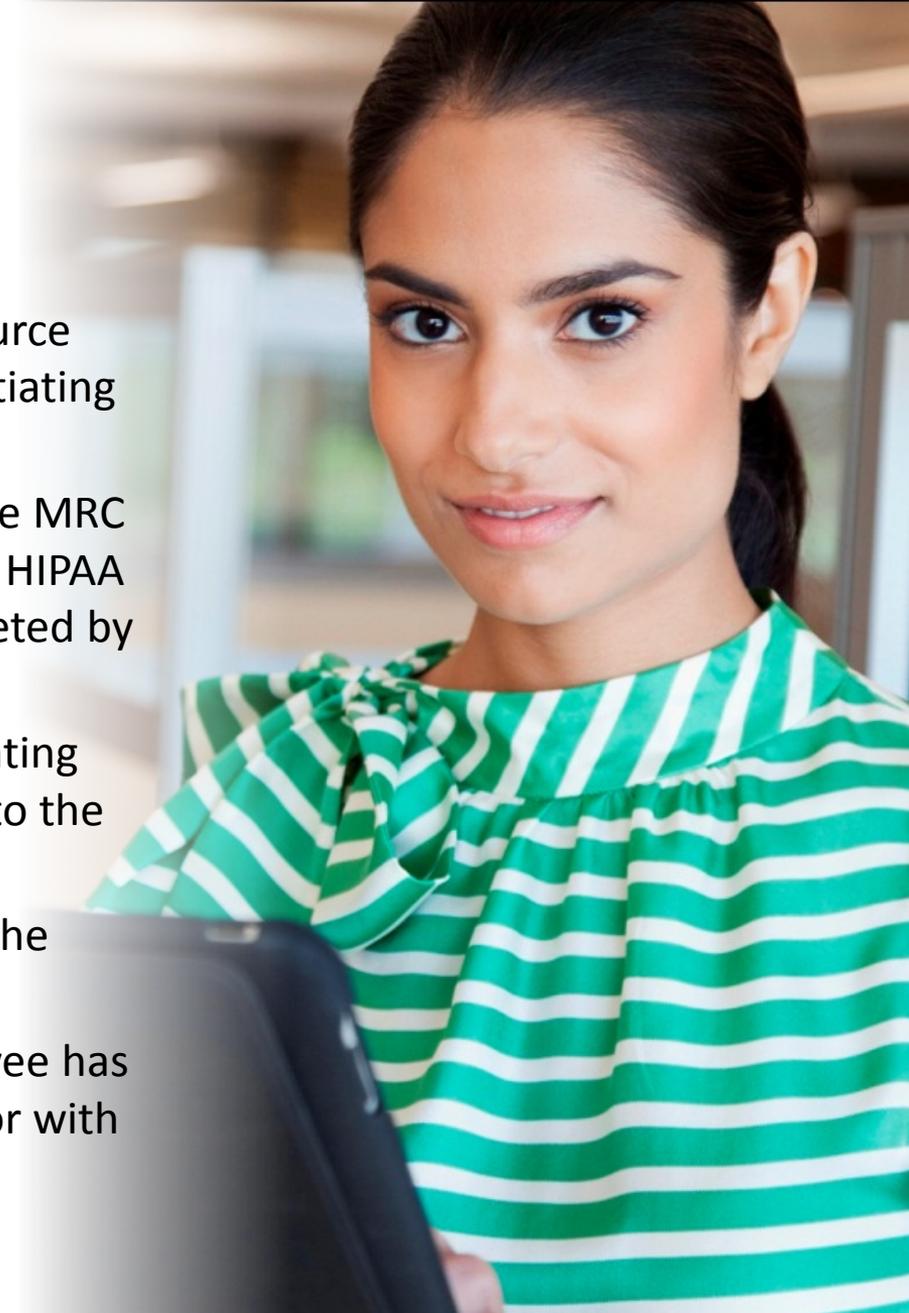
Before making a referral:

- Make sure to always check your company's policies and procedures and apply them consistently to all employees
- Confirm with your human resources department and/or legal department that this is appropriate



Management referral process

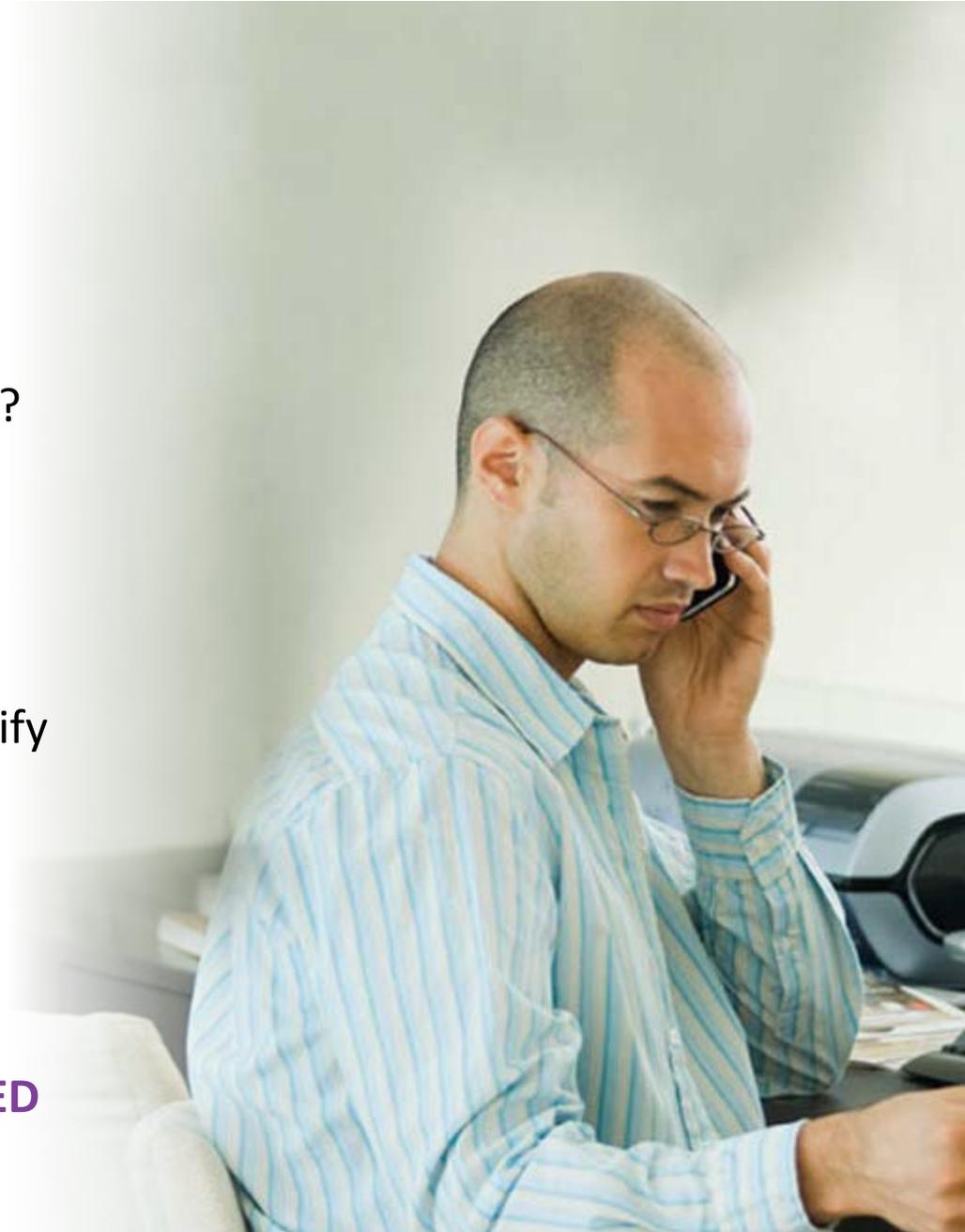
1. Call the ORMC to reach a management resource consultant (MRC) for **consultation** before initiating the referral.
2. Once the type of referral is decided upon, the MRC will send a **referral form** which serves as the HIPAA required release of information to be completed by workplace and employee.
3. Create a memo for employee, objectively stating reasons for referral and directing employee to the MRC.
4. Fax completed form and **documentation** to the MRC.
5. Once documentation is received and employee has contacted us, the MRC will contact supervisor with compliance verification as necessary or as requested.



Information you will receive

- **Attendance:** Is the employee attending their scheduled sessions?
- **Compliance:** Is the employee following the counselors recommendations?
- **Investment:** Is the employee invested in making changes to rectify their workplace issues?
- **Recommendations** from the EAP clinician

NO CLINICAL INFORMATION IS SHARED



Management resource services

Unlimited consultation is available to managers and supervisors with a clinically-licensed management consultant.

- Merger/lay-off/acquisition
- Corrective action plans
- Policy development
- Promotion/communication/health fairs
- Work/Life support
- Recruiting, retention and coaching
- Training/Education



Critical incident stress management consultation/onsite services

As an important part of our services and organizational support, the CISM is intended to:

- Provide quick response to traumatic events in the workplace
- Provide support to employees and managers
- Educate to identify reactions to traumatic experiences
- Normalize emotions and feelings
- Educate participants on signs of stress and adaptive coping mechanisms to promote resiliency
- Screen those needing additional support



Training and education services

- **Worklife management seminars**
- **Compliance training**
 - Sexual harassment
 - Violence in the workplace
 - Diversity
 - DOT drug/alcohol awareness for supervisors
- **Organizational development**
 - Leadership development
 - Skill development for managers and supervisors
 - Customized trainings and workshops



How to access services

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For further assistance

For more information and resources refer to contact sheet

Presented on behalf of Resources For Living

Proprietary information – Resources For Living

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