



Easy Access and First-Person Connections

The Standard's Uncommon Approach to EAP Services

For employees, asking for help can feel hard or scary, especially during uncertain times. Standard Insurance Company (The Standard) makes it easy with the Employee Assistance Program (EAP) in connection with our Group Long Term Disability plans.

Take advantage of our EAP services to enjoy enhanced quality and support in five key ways:

1. Multiple access points make connecting easy.

To make EAP services easily accessible and add value for all generations in the workforce, employees can contact counselors 24/7 by phone, online, live chat, email and text. **There's even a mobile EAP app.** Assistance is immediate and personal with no hand-offs.

2. Continuity of care leads to high satisfaction.

Employees using EAP services work with a master's-level counselor throughout the assessment, referral and follow-up process, ensuring continuity of care.

3. Clinical phone consultations build relationships.

Clinical phone consultations build relationships. Our philosophy differs from a traditional call center that may simply provide a referral. Care managers develop a relationship with the EAP member: Identifying the reason for the call, providing immediate support, making referrals and screening for any risk concerns. They also educate the EAP member about the benefits offered through the EAP Program.

4. Referrals to counseling sessions are simple and stress-free.

Prior to providing a referral, the care manager identifies if the EAP member would like face-to-face or virtual counseling. If face-to face is preferred, the care manager will call the affiliate counselor with the member to schedule an appointment. If the member prefers virtual counseling, the care manager confirms the member has access and assists them with signing up for counseling.

5. Case management supports specialized referrals.

Case management supports specialized referrals. When EAP members need specialized services, the care manager empowers the member by educating them about available resources and helping with referral options.



We're committed to an innovative approach that eliminates barriers and delivers person-to-person service and continuity from the first point of contact.


continued on reverse

Standard Insurance Company | 1100 SW Sixth Avenue, Portland, OR | standard.com

The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon in all states except New York. Product features and availability vary by state and are solely the responsibility of Standard Insurance Company.

The EAP service is provided through an arrangement with Health AdvocateSM, which is not affiliated with The Standard, to groups of 10 – 2,499 covered employees. This service is only available while insured under The Standard's Long Term Disability (LTD) policy. The Standard may change providers or terminate service at any time. Health Advocate is solely responsible for providing and administering the service.

The Standard's Enhanced EAP Services At-A-Glance

Service Feature	Highlights
Multiple Access Points	<p>Employees have 24/7 direct access to master's-level counselors, including:</p> <ul style="list-style-type: none"> • Phone, text and email • Website • Mobile device application
Clinical Services	<p>Telephone assessment and referral using evidence-based evaluation tools for:</p> <ul style="list-style-type: none"> • Addictions • Depression, anxiety and stress • Relationships and parenting <p>Up to three or six short-term problem-resolution sessions per presenting problem per year (distance sessions available by phone or video)</p>
Case Management	<p>Coordinated telephone intake, case management and follow up by a master's-level counselor ensures continuity of care.</p>
Clinical Referrals	<p>Referrals are provided to experienced, licensed/credentialed counselors in the employee's community.</p>
WorkLife Services	<ul style="list-style-type: none"> • Legal and financial questions • Identity theft resolution services • Child care, elder care, adoption and education • Daily living concerns
Online and Mobile Resources	<ul style="list-style-type: none"> • Employee website: articles, self-search locators, financial calculators, online legal documents, health assessments and more • HR and People Leader information available online • Mobile application: on-the-go information and access to EAP services <p>The app is available for free on iOS and Android devices. Just search Health Advocate or scan the QR Code to begin using today.</p> 
Management Consultation Services	<ul style="list-style-type: none"> • Consultation on troubled employees in the workplace and case management support following a referral to the program • Follow-up with HR/management to evaluate the effectiveness of the intervention • EAP and Drug Free Workplace policy development consultations
Utilization Reports	<p>Electronic utilization reports are available by request.</p>
Communication Materials	<p>Print and online resources include EAP brochure, poster, monthly emails, monthly live webinars and manager email pushes.</p>
Critical Incident Stress Management Services	<ul style="list-style-type: none"> • Unlimited telephonic support • Ten hours of on-site crisis support, per incident, in the event of a catastrophic workplace incident affecting a group of employees (e.g., robbery, assault, employee injury or death in the workplace)
Additional On-Site Services	<p>Available on a fee-for-service basis.</p>