

Employee Assistance Program (EAP) Employer Reference Guide – Premier Option



Up to **5 in person counseling sessions** including up to four (4) Critical Incident Stress Management (CISM) hours per incident and eight (8) training hours annually

Support for Employees

Integrated services, including

- Educational Materials
- Resources and personalized researched referrals
- Manager Services – access by managers and supervisors to qualified EAP consultants for management consultation on workplace concerns
- EAP Consultation – access to qualified EAP consultants for information, support, crisis intervention, educational materials in electronic format, and referral to local resources and assistance
- EAP Sessions – assessment and short-term problem resolution by network of qualified EAP consultants. Up to five (5) sessions provided. If it is determined that the presenting clinical issue is not appropriate for short-term counseling, the participant will be referred to the appropriate resources

Work-Life Services

Work-Life Consultation – access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance in areas like:

- Parenting, Eldercare and aging
- Consumer and community needs
- Education
- Disability
- Adoption
- Referrals matched and confirmed for vacancies for childcare and elder care
- Emotions and stress
- Workplace issues

Health & Wellbeing Services

CareNow provides access to a range of programs designed to help employees. Access CareNow through the web platform or app, then select “Wellbeing” and click on “CareNow.” Within CareNow, there are self-directed short-term, clinical programs:

- With interactive content, exercises, podcasts, videos, meditation and more
- On topics such as anxiety, depression, stress, grief, coping, separation and divorce, communication, substance abuse, tobacco and nicotine cessation with new programs regularly added

Financial Services

- Financial Consultation – access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance
- Financial Professional Consultation – access to consultation with certified financial professionals; LifeWorks does not provide investment advice or loan funds

Legal Services

- Access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance
- Network Attorney Consultation – access to consultation with network attorneys delivered via telephone or in-person to include up to thirty (30) minutes of consultation per legal issue (“Initial Attorney Consultation”). LifeWorks does not provide legal advice or representation, or review of real estate or trust documents; Discount on Attorney Services – following Initial Attorney Consultation, discount off standard legal fees as offered by LifeWorks’ network of attorneys

Call: 1-888-319-7819

LifeWorks Mobile App:

[Apple](#) & [Android](#) Stores

User ID: metlifeeap

Password: eap

Website:

metlifeeap.lifeworks.com

User ID: metlifeeap

Password: eap

Identity Theft Recovery Services

This service includes a telephonic consultation up to sixty (60) minutes in length with a Financial Counselor who will help the Member to determine if the Member was a victim of identity theft and recommend options on how to place fraud alerts, freeze credit, file police reports, and conduct other activities necessary to resolve fraud. General information on identity theft prevention is also available

Telephonic Life Coaching

- Access to life coaches who are Masters level counselors/consultants with disciplines in social work, counseling and psychology,); are board certified coaches (BCCs) and are credentialed through the (CCE) Center for Credential and Education. Each coach received their training from the ILTC (Institute for Life Coach Training)
- Ability for participants to partner with a life coach to help address issues, overcome obstacles and attempt to achieve goals agreed to between the life coach and the Participants

Support for your Managers

Communications to Inform Your Employees:

- Marketing Materials
 - employee flyers
 - posters
- Email Templates
- Mobile App
- Monthly Communications

Initial Onboarding Orientation

Access to employee program orientation – including recorded sessions, communications and web-based delivery of scheduled training on the suite of services available through LifeWorks

Management Orientation

Access to manager program orientation – including recorded sessions, communications and web-based delivery of scheduled training on the suite of Services available through LifeWorks. In addition to Services featured in the employee orientation, the manager orientation will have information on services available through Management Line- including but not limited to formal referrals, SAACM, CISM and workplace management support

Training Sessions

Employers access to eight (8) hours in every year of their contract that can be applied toward trainings or orientations annually. In case of any hours remaining unused in any such period, they will lapse and cannot be carried over to the following year

Substance Abuse Assessment and Case Management (“SAACM”)

Access to specially trained EAP consultants for consultation for managers and human resources regarding employer- initiated substance abuse referrals. The service also offers a telephonic assessment of the severity of the employee’s substance use completed by Masters level consultants with Substance Abuse training and experience. Case management also includes program referrals, compliance monitoring, and status reports to the Designated Employer Representative (DER) for up to one year from initial contact date (or until recommendations are completed). Face to Face assessments to satisfy Department of Transportation (DOT) substance abuse violations are also offered at an additional cost

LifeWorks Website - www.metlifeeap.lifeworks.com

A comprehensive and flexible array of resources through one Web site and app with resources and tools focused on helping Participants with their work and personal lives

- Educational Resources
- Interactive Tools and Assessments
- User Friendly Interface
- Online Resources and Assistance – in areas including but not limited to emotional health, addictions, workplace issues, parenting, elders and aging, consumer & community needs, education, disability, adoption, financial needs, legal needs, and health

LifeWorks Mobile Application

Search for “LifeWorks” on the Apple or Android App Stores

LifeWorks Onsite Services – Included in the PEPM Fee (unless otherwise indicated).

- Critical Incident Stress Management (CISM): CISM is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7 365 days a year via the toll-free line. The service includes management consultations as well as the coordination for onsite critical incident response for events including; sudden death, anticipatory grief, workplace accidents, and natural disasters
- Organizational Change Group Event(s)-: (non CISM) Fee for Service – Is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7 365 days a year via the toll free (800) line. The service includes management consultations as well as the coordination for onsite support for non “CISM” events, which are normally pre planned
- Organizational Change Individual Event(s)-: (non CISM) Fee for Service – Is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7 365 days a year via the toll-free line. The service includes management consultations as well as the coordination for onsite support for non “CISM” events involving one individual, which are normally pre planned

Utilization Report Frequency

Utilization reports will be available to accounts based on the following parameters.

Account Size	Report Type
<250	Yearly Summary Report on Request
<1,000	Yearly Detailed Report on Request
>1,000	Quarterly Detailed Report

Additional Services Rate Card

Additional services are available by request at the rates listed below. To receive one of these services please call 1-888-319-7819.

Service Description	Rate	Billing Event
Critical Incident Stress Management:		
CISM Hours Rapid Response within 2 hours of request (2 hour minimum)	\$315.00	per hour
CISM Hours Standard within 24 hours of request (2 hour minimum)	\$230.00	per hour
Threat Assessment-telephonic	\$250.00	per hour
Threat Assessment- onsite. Travel expenses will be charged if incurred	\$2,500.00	per day
Organizational Services:		
Organizational Change Immediate Response (2 hour minimum)	\$315.00	per hour
Organizational Change Standard Response (2 hour minimum)	\$230.00	per hour
Fitness for Duty Assessment	custom	per occurrence
Training:		
Standard webinar	\$350.00	per hour
Standard In-person	\$450.00	per hour
Extended seminars and management training 2 hour (per block)	\$1,000.00	per occurrence
Extended seminars and management training 3 hour (per block)	\$1,450.00	per occurrence
Other:		
Orientations	\$125.00	per occurrence
Visibility Events	\$125.00	per occurrence

metlife.com

In the case of providing information on third party services and programs, including referrals to established community resources, LifeWorks is not responsible for, liable for, or provide insurance for the actions or inactions of such third parties. EAP services provided through an agreement with LifeWorks. LifeWorks is not a subsidiary or affiliate of MetLife. Information disclosed directly to LifeWorks is not disclosed to MetLife, and therefore is not subject to MetLife’s privacy policy.

