

Employee Assistance Program

Overview
2015



What is an Employee Assistance Program (EAP)?

The Employee Assistance Program (EAP) provides quick and easy access to confidential resources to help you meet the challenges you face daily.

The EAP is a free, confidential service that provides help for personal and work-related issues through a team of licensed mental health professionals and work/life specialists.



Which EAP do I have?

Benefits are dependent on your health plan election:

COVA Care and COVA HDHP

Anthem EAP 855-223-9277 www.AnthemEAP.com Log In: Commonwealth of Virginia

COVA HealthAware

Aetna EAP 888-238-6232 www.mylifevalues.com Username:COVA/Password:COVA

Kaiser Permanente HMO

Kaiser EAP 866-517-7042 www.achievesolutions.net/kaiser

More about Anthem EAP Services

A company sponsored program

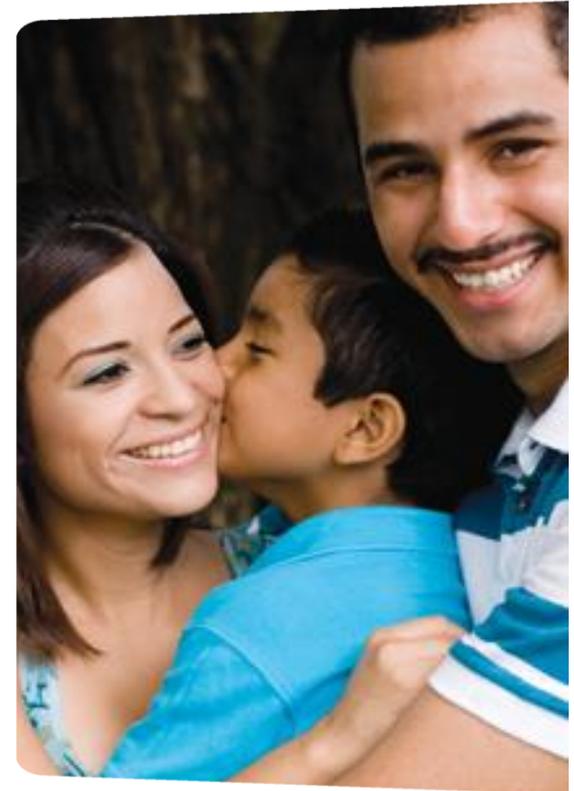
Available to you, your covered dependents and your household members at **NO COST**

4 Face-to face-counseling sessions per issue per year with Master's level clinician at no cost

Services are **confidential**

Access to the Anthem EAP website and our on-line provider finder

EAP representatives are available 24 hours a day, 365 days a year



The Resources to Make a Difference

- **Ease of access** – 24/7 call center; online EAP provider finder via the EAP website
- **Counseling services** – 4 face to face counseling sessions, per incident per year, for employees, covered dependents and household members; continuity of care between EAP and Anthem Behavioral Health benefit
- **Child and Elder care resources** – Help parents and caregivers with their child and elder care needs
- **Legal/Financial consultations** – credit counseling, debt and budget assistance, real estate matters, wills
- **Identity protection** – To help consumers protect their identities and help those who have been victims of identity theft
- **Tobacco Cessation coaching** – Provides online and telephonic coaching to help kick the habit
- **EAP website** – tools, information and resources

Counseling

- Relationship or family problems
- Alcohol or drug abuse
- Feelings of loss or grief
- Depression or anxiety
- Stress management
- Times of crisis
- Work issues



EAP Counseling - Licensed Providers

- **Clinical Social Workers**
- **Professional Counselors**
- **Marriage and Family Therapists**
- **Psychologists**



Work/Life Services

Your EAP can assist you in finding resources for:

- ✓ Child Care, including Summer Camp information
- ✓ Elder care
- ✓ Pet care
- ✓ Adoption
- ✓ Retirement
- ✓ Relocation
- ✓ Household maintenance and contracting
- ✓ Personal development
- ✓ and much more!



Financial Services

The service provides employees toll-free access to financial professionals. Members can get consultation on a variety of financial topics including:

- Bankruptcy prevention
- Comprehensive financial fitness
- Debt reduction and management
- Financial planning
- Housing education and purchasing
- Budgeting/Credit report review
- Estate planning
- Foreclosure prevention
- Long-term goal setting

Additional resources available on your EAP website



Identity Monitoring and Recovery

- Free identity theft monitoring is available through the EAP website
- Free consultation with an identity recovery professional
- Assistance completing paperwork
- Notification to credit agencies and contact with impacted creditors to negotiate credit issues
- Identity theft specialists will work to restore credit to pre-theft level
- Educational materials on credit and identity theft
- Unlimited telephonic support



Legal Services

- Access to a qualified legal professional either by phone or in-person, as determined by the need
- Consultations are free, half-hour sessions with an attorney qualified to handle the issue
- Employees receive a discount on hourly attorney fees if representation is required
- Issues for consultation may include:
 - Personal or family legal services
 - Civil or consumer issues
 - Estate law
 - Landlord/tenant issues
 - Divorce and child custody
 - Real estate issues
 - IRS
 - Personal injury



Additional resources available on your EAP website

Child Care Referral and Resources

- Adoption, pregnancy, and infertility
- Child care and backup care
- Child development norms
- Resources for children with special needs
- Summer camps and programs
- Education issues and preparing for college
- Before-school and after-school programs



Elder care referral and resources

- Finding various elder care solutions
- Housing options
- Care giving issues
- Successful aging
- Adjusting to retirement
- Health concerns
- Adult day care



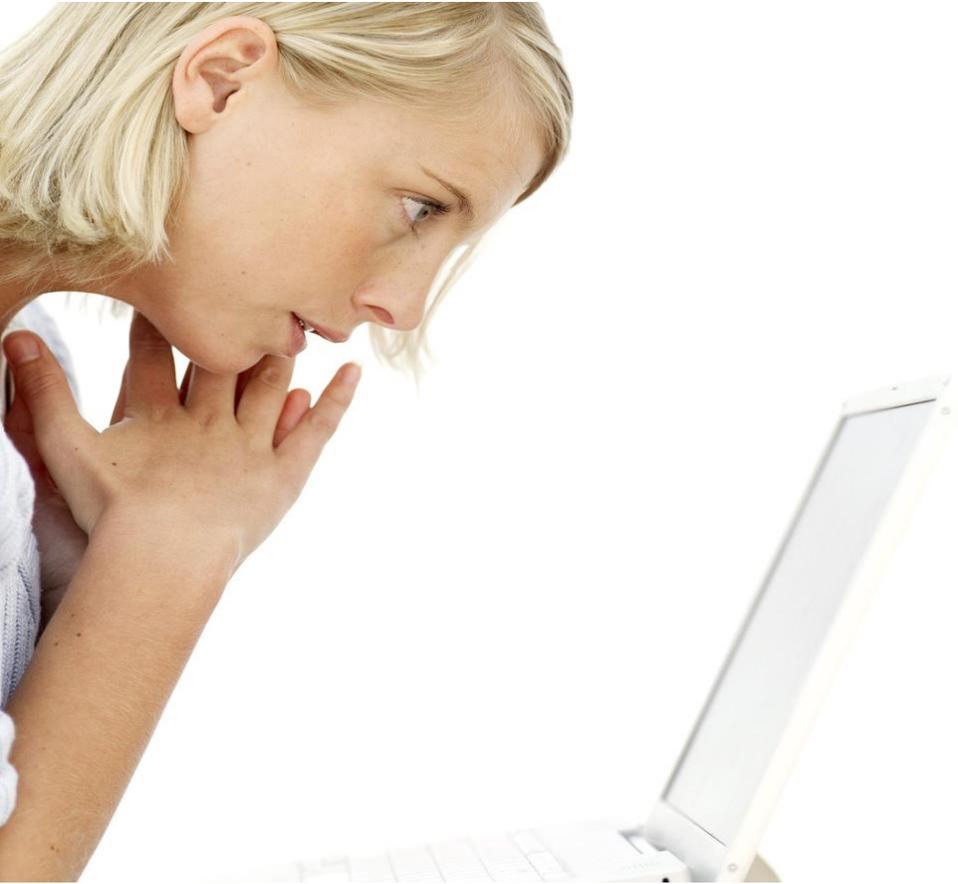
Daily Living Resources

Any time, any day you can call to speak to a qualified work-life consultant, or log onto your work-life website for tips, resources and information on daily living topics including:

- Household maintenance and contracting
- Apartment locators, moving and relocation services
- Chore and errand services
- Consumer comparisons and shopping
- Travel, transportation, and recreation
- Entertainment and dining
- Pet care, pet sitters, obedience, and veterinary services
- Personal and family safety



Online Resources



- **Parenting and child care**
- **Marriage and relationship concerns**
- **Health and wellness**
- **Finance/legal**
- **Workplace issues**
- **Mental health**
- **Consumer education**
- **Moving**
- **Adult care**

Members

Login for online services.

Ingrese al sistema para los servicios en línea.

[Login](#)

EAP Provider Center

[Learn More](#)

[Login](#)

Why Offer EAP?

Invest in your success. Employees' emotional health has a significant impact on the success of your company.

[Learn More](#)

Welcome

Anthem's Employee Assistance Program (EAP) is a confidential information, support, and referral service offering tools and resources designed to help maximize productivity and meet the challenges of modern life. As an employer-sponsored program, EAP services are available to employees and their household members at no additional cost to them. Areas frequently addressed by the EAP include:

- Child care and parenting
- Helping aging parents
- Financial issues
- Legal concerns
- Work and career
- Emotional well-being
- Addiction and recovery
- Wellness and prevention
- Concierge and convenience services
- Life events

At Anthem EAP we recognize that consumers want a choice of services, and employers seek to enhance their employees' well-being while managing costs.

Si usted necesita ayuda en español para entender esta información, puede solicitarla gratis llamando al número de su programa de asistencia al empleado.



Log In: Commonwealth of Virginia

Welcome to your EAP website.

Explore wellness, work/life, legal and financial information and resources by **logging in below**. EAP services are available to eligible members and their families.

If you would like more information about the site's confidentiality, please refer to the Privacy Notice.

To **log in**, enter your company name, or the login name provided by your employer, in the login box below. Do not use any punctuation. If you have questions about the program name your company requested the EAP use for this purpose, please check with your Benefit Administrator at work.

Please enter your full company name, or your program name, here.

Do not use any punctuation.

Need help logging in?

[Help](#)

[Login](#)

[Para página de acceso en Español >](#)

[Español](#)

Please call the customer service number on the back of your ID card for any questions about your medical plan.

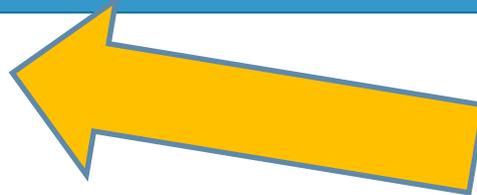
By clicking on the "Login" button above, you will be leaving Anthem's site and linking to a site created and/or maintained by another entity ("External Site") and you acknowledge that Anthem does not control, guarantee, endorse or approve the information, products or services available at the External Site or the security of the transmissions between you and the External Site.

Upon linking you are subject to the terms of use, privacy, copyright and security policies of the External Site. Anthem provides these links solely for your information and convenience. Members: Your health plan may not cover all the services or products described on the External Site, please refer to your benefit booklet. The information contained on the External Site should not be interpreted as medical advice or treatment.

Landing Page

Anthem® EAP

- ▶ [Commonwealth of Virginia](#)
- ▶ [The Local Choice](#)



©2005-2009 copyright of Anthem Insurance Companies, Inc.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri: RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. In Wisconsin: Blue Cross Blue Shield of Wisconsin ("BCBSWI") underwrites or administers the PPO and indemnity policies; CompCare Health Services Insurance Corporation ("CompCare") underwrites or administers the HMO policies; and CompCare and BCBSWI collectively underwrite or administer the POS policies. Independent licensees of the Blue Cross Blue Shield Association. © ANTHEM is a registered trademark. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Serving residents and businesses in Indiana, Kentucky, Missouri (excluding 30 counties in the Kansas City area), Ohio, Wisconsin, Colorado, Nevada, Connecticut, Maine, New Hampshire and Virginia (excluding the city of Fairfax, the town of Vienna and the area east of State Route 123).

Use of the Anthem Web sites constitutes your agreement with our [Terms of Use](#).

Home Page

Anthem® EAP

Welcome Commonwealth of Virginia Members
855-223-9277

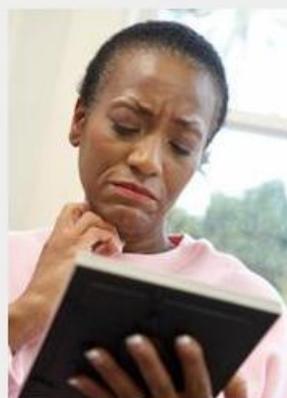


[WORK/LIFE HOME](#) [PARENTING](#) [AGING](#) [BALANCING](#) [THRIVING](#) [WORKING](#) [LIVING](#) [INTERNATIONAL](#) [LOCATE RESOURCES](#)

[About Your Services](#) [EAP Orientation](#) [Feedback](#) [Manager Tools](#) [Email the Expert](#)



Monthly Feature



Keeping Holiday Stress at Bay

Some people look forward to the holidays all year while others see the holiday season approaching and are overcome by a sense of dread.

[Learn more about... Keeping Holiday Stress at Bay](#)

Centers



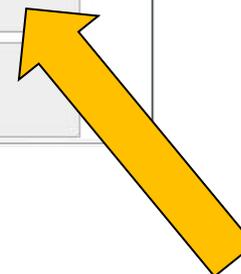
[Resource Center](#)



[EAP Provider Search](#)



[The WellPost](#)



Navigation Bar

The screenshot shows a website navigation bar with a blue background. The main navigation bar contains the following items: WORK/LIFE HOME, PARENTING, AGING, BALANCING, THRIVING, WORKING, LIVING, INTERNATIONAL, and LOCATE RESOURCES. Below this is a secondary navigation bar with links: About Your Services, EAP Orientation, Feedback, and Email the Expert. A dropdown menu is open under the 'WORKING' category, listing: ACCOMPLISHED EMPLOYEE, EFFECTIVE MANAGER, CAREER DEVELOPMENT, CAREER TRANSITION, TRAINING AND DEVELOPMENT, WORKPLACE DIVERSITY, WORKPLACE PRODUCTIVITY, and WORKPLACE SAFETY. To the right of the navigation bar is a 'LIVEConnect ONLINE' button with a small image of a woman. Below the navigation bar is a 'Monthly Feature' section with a green header. The feature is titled 'A Smarter Summer: Revolution Library' and includes an image of a red apple on a stack of books. The text below the image reads: 'For a smarter summer, drop by your local library and cooking. Many libraries offer far more than stacks of w... Learn more about... A Smarter Summer: Revolution Library'. To the right of the 'Monthly Feature' section are three promotional boxes: 'Monthly Promotion', 'Legal/Financial/ID Recovery', and 'Tobacco Free'. The 'Tobacco Free' box includes a link to 'Tobacco Cessation on-line programs: Register Here' and 'Login Here'. At the bottom of the page, there are navigation arrows and the Anthem BlueCross BlueShield logo.

Monthly Feature and Centers

Monthly Feature



Talk to Teens About Healthy Relationships

Healthy relationships are about trust, honesty, and compromise. This sounds simple enough, but sometimes kids don't see relationships in such black-and-white terms.

Learn more about... [Talk to Teens About Healthy Relationships](#)

- 1
- 2
- 3
- 4
- Previous
- Next

News For You

Centers



[Monthly Promotion](#)



[Legal/Financial/ID Recovery](#)



Live Tobacco Free

To access **Tobacco Cessation** on-line programs:
[Register Here](#)
If you have already registered and are returning to the site;
[Login Here](#)



Use the arrows to see more options by scrolling up and down.

[Natural Disaster](#) [Fitness Abuse](#)

News for You – Online Seminars

News For You

NEWSLETTERS

BOSTON

APRIL

TEXAS PLANT

FLOODING



Our quarterly newsletter is full of informative articles and features to help you achieve your best.

[Click here to learn more.](#)

[Click here for archives.](#)

Insurance Prevention

Preparedness Time Teens

Organizing Recreation Money

Summer Fraud DIY Hurricane College

Vacation

Online Seminars

Register for these upcoming Online Seminars

 05/21/13 - Staying Fit at Work

 06/18/13 - It's Not Just About the Money

 07/16/13 - Family Ties

[View All](#)

[View archived](#)

Give us your thoughts...

Favorite Content

Tools

Key EAP On-site Resources:



For crisis situations or consultation regarding a workplace trauma response which may involve Critical Incident Stress Management (**CISM**) and/or a Critical Incident Stress Debriefing (**CISD**) to include having a counselor on site following a tragic event:

- **Call 855-223-9277 and press 1 for CRISIS**

For Free On-Site Educational and/or Wellness workshops:

- View the catalog on www.AnthemEAP.com under *Manager Tools* to choose your training topic(s)
- Contact Lynn Vogel lynn.vogel@anthem.com or 804-354-4197 to schedule

Questions

Any questions?



Remember - Your EAP is here to help!

**24/7 toll-free access
to the EAP:**

855-223-9277

Or use the EAP website

www.AnthemEAP.com

Log-in:

Commonwealth of Virginia

