

Choosing an EAP

EAPs are not all the same. Our EAP Purchaser's Guide will help you compare programs.

Key Features	Palmetto EAP	EAP 1	EAP 2
<p>Is the vendor's primary focus on EAP services? <i>The rationale goes, "If you are already going to offer the medical or disability plan, why not throw in the "free" EAP. What do they gain by doing that and how does it affect YOUR bottom line? Ask, why would an insurance carrier offer something for free? And, do you think that behavioral healthcare is the main focus here? Is it a "loss leader" among bundled services?</i></p>	Yes		
<p>Are the EAP Consultants nationally certified through the Employee Assistance Certification Commission? (CEAP credential) <i>EAP Consultants must pass a rigorous exam, complete certain levels of experience, receive continuing education units etc. They are re-evaluated every 3 years. Only those who go through this inter-national process may use the letters CEAP (Certified Employee Assistance Professional) behind their name. You want your accountant to be a CPA and you want your EAP Consultant to be a CEAP.</i></p>	Yes + 37 yrs. EAP experience		
<p>Are treatment services provided for Employees and their Dependents? <i>Problems in the family affect everyone in the family and can impact employee's behavior at work as well as impact absenteeism & presenteeism.</i></p>	Yes		
<p>Do you have immediate access to an EAP Consultant 24 hours, 7 days per week?</p>	Yes		
<p>Is there a state wide availability of a multi-disciplinary EAP clinician network covering a wide range of problems?</p>	Yes		
<p>Are all counselors licensed and/or certified to provide the counseling services in your State? <i>Some Providers allow interns, nurses and others who have not completed their credentialing process or are otherwise without counseling accreditation to provide the services.</i></p>	Yes		
<p>Are all substance abuse counselors credentialed in addictions treatment? <i>If an assessment is being made over the phone by someone with no addiction treatment /experience/credentialing, for example, how valid an Assessment is being made?</i></p>	Yes		
<p>Is there coordination of referrals with insurance benefits?</p>	Yes		

<p>Are the treatment sessions face to face? <i>Are the sessions, including the assessment, done face to face? Or is it just telephone counseling. Is it just referral? Is it enough to turn around a troubled employee?</i></p>	<p>Yes We will also do a phone assessment to ensure pts are getting to the correct treatment</p>		
<p>Is professional case management for supervisor-referred employees through the EAP as well as through any post EAP treatment? <i>A good EAP/Employer outcome can be expected when both types of EAP referral are encouraged as a two pronged approach to dealing with troubled employees.</i></p>	<p>Yes</p>		
<p>Are you receiving timely reports on your EAP referrals? <i>(Or do you have to hunt down the information?) An employer can expect PEAP to provide written reports post assessment and post discharge as well as progress reports in a timely fashion with appropriate consent by the employee.</i></p>	<p>Yes</p>		
<p>Are crisis intervention services available 24/7?</p>	<p>Yes</p>		
<p>Are critical incident response services offered?</p>	<p>Yes</p>		
<p>Is there consultation available for set-up and on-going implementation of a Drug Free Workplace?</p>	<p>Yes</p>		
<p>Do they provide information on how to get a 5% discount on your worker's comp premiums related to a Drug Free Workplace?</p>	<p>Yes</p>		
<p>Are validated evaluation tools being used as part of comprehensive assessment for substance abuse?</p>	<p>Yes</p>		
<p>Is management consultation offered? If yes, is it 24/7? <i>Not all supervisors are born managers and even the most qualified managers can run into sticky situations.</i></p>	<p>Yes</p>		
<p>Do they offer on-site employee orientations? <i>It is important for employees to understand the benefit offered so they can elect to self refer before it becomes a work related problem. They can also explain the benefit to family members so they can access the benefit – reducing employee distraction at work by personal problems.</i></p>	<p>Yes</p>		
<p>Do they offer on-site supervisor training? <i>Supervisors need to understand when and how to use the program and how it benefits the employee and the organization. They may need assistance in knowing how to address problem employees making them accountable for their behavior while still encouraging them to get help needed.</i></p>	<p>Yes</p>		

<p>Do they provide quarterly, EAP utilization reports? <i>Utilization reports provide a means to track what type of problems are becoming patterns, how the program is being utilized, when training may need to be repeated, etc. Utilization can be defined differently by different EAP providers so it is important to ensure the comparison is between apples and apples.</i></p>	Yes		
<p>Are your employees and your supervisors USING the EAP (or do you just have an EAP on paper?) <i>(Or do you just have an EAP on paper?) Good utilization begins with a commitment from the Management Team in partnership with the EAP Provider.</i></p>	Yes		
<p>Does your EAP set up and case-manage your DOT SAP referrals?</p>	Yes		
<p>Do they provide training for Employees regarding DOT alcohol and drug abuse rules?</p>	Yes		
<p>Do they provide the <u>mandatory</u> DOT alcohol and Drug Abuse training for supervisors of CDL holders?</p>	Yes		
<p>Does the EAP provide updates on DOT substance abuse regulations?</p>	Yes		
<p>Is the EAP made part of your disaster preparedness plan especially with regard to First Responders?</p>	Yes		
<p>Does the EAP provide articles for company newsletters on various behavioral health issues?</p>	Yes		
<p>Does the EAP provide brochures, handouts to be used at Company orientation explaining the company's EAP benefit?</p>	Yes		
<p>Does the EAP provide monthly posters with EAP contact information?</p>	Yes		
<p>Does the EAP offer additional training programs on sexual harassment, ethics, diversity, stress management, conflict resolution, workplace violence, suicide & depression, etc.? If yes, is it included in the contract price or is it an additional cost?</p>	Yes		
<p>Is confidentiality a priority and is it protected? <i>When the EAP is provided by an Insurance Carrier, that entity has both the medical and counseling information.</i></p>	Yes, Stays within the EAP and is not shared without written authorization of the patient		

Reasonable rates for high quality services? <i>The old adage, "There is no free lunch" applies here – you get what you pay for or you pay for it in some "hidden way."</i>	Yes		
Does the Health Insurance Carrier have to approve face to face sessions? <i>This can be a roadblock to treatment and is a way for the Carrier to "manage care "costs" not managing care.</i>	No		
Does the EAP offer a bunch of superfluous services, i.e. pet sitting service referrals, help with college applications etc. in an attempt to validate their high cost? <i>See attached EAP core technology as defined by the Employee Assistance Program Association (EAPA) *</i>	No		

*** EAP Core Functions**

As defined by
The Employee Assistance
Professionals Association

The employee assistance program Core Technology (EAP Core Technology) represents the essential components of the employee assistance profession. These components combine to create a unique approach to addressing work organization productivity issues and "employee client" personal concerns affecting job performance and ability to perform on the job. The EAP Core Technology consists of the following:

- (1) Consultation with, training of, and assistance to work organization leadership (managers, supervisors, and union stewards) seeking to manage the troubled employee, enhance the work environment, and improve employee job performance, and outreach to and education of employees and their family members about availability of EAP services;
- (2) Confidential and timely problem identification/assessment services for employee clients with personal concerns that may affect job performance;
- (3) Use of constructive confrontation, motivation, and short-term intervention with employee clients to address problems that affect job performance;
- (4) Referral of employee clients for diagnosis, treatment, and assistance, plus case monitoring and follow-up services;
- (5) Consultation to work organizations in establishing and maintaining effective relations with treatment and other service providers and in managing provider contracts;
- (6) Consultation to work organizations to encourage availability of, and employee access to, health benefits covering medical and behavioral problems, including but not limited to alcoholism, drug abuse, and mental and emotional disorders; and
- (7) Identification of the effects of EA services on the work organization and individual job performance.