

Anthem Blue Cross Employee Assistance Program (EAP)

The Anthem Blue Cross of California medical plan provides an **Employee Assistance Program (EAP)**.

EAP encourages employees to use services early in the progression of a problem before situations significantly impact their personal life or work. This is accomplished by promoting service for “normal problems in living” such as:

- Relationship difficulties
- Marriage/Family situations
- Stress
- Managing Change
- Legal & Financial Problems
- Work-related concerns
- Anxiety & Depression

The EAP also serves more serious concerns such as alcohol and drug problems, family violence and threats of suicide.

Features of the EAP include:

- EAP services are available to all employees, with Anthem Blue Cross medical insurance, and family members, domestic partners and anyone residing in the employee's home.
- There is no cost for EAP services; no co-pays or forms required.
- Up to 6 sessions are available thru the EAP per problem situation.
- Evening appointments, which reduce time off the job.
- Emergencies handled by staff members available by phone 24 hours a day on a toll-free basis.
- Every effort is made to see clients within 48 hours.
- Appointments are scheduled at employee's convenience.
- People in crisis are provided same-day service.

Anthem Blue Cross has contracted with licensed mental health professionals to provide Employee Assistance services. Appointments are available by calling the telephone number listed below. If the presenting problem requires more lengthy or specialized treatment than the EAP is intended to provide, the EAP will refer you to a resource in the community or to a BHP Provider on your health plan. This type of referral will access the Behavioral Health component of the plan.

EAP services are available 24-hour by calling the toll-free number below:

1-800-999-7222

Additional Features of the EAP:

- Management Consultations – consultations on how to deal with employee personal problems as they may impact job performance.
- Critical Incident Debriefings – for employees impacted by incidents such as accidents involving injury or death, armed robberies, hostage situations and natural disasters.
- Reduction in Force (RIF) - program is available to Managers who want to consult on a difficult layoff or in general get information on dealing with survivor issues.

The employee and all members of the employee's household are entitled to up to six evaluation and counseling sessions per problem situation, with an EAP provider.