

# Comprehensive EAP

The Consortium, Inc.



Features	What it means to you
Professional Assistance	<ul style="list-style-type: none"> <li>• Access to Mutual of Omaha’s EAP team of licensed Master’s Level Professionals 24 hours a day, 7 days a week</li> <li>• Mutual of Omaha’s in-house EAP team of professionals has an average of 17 years of experience</li> <li>• Majority of Mutual of Omaha’s EAP team are Certified Employee Assistance Professionals</li> </ul>
Provider Network	<ul style="list-style-type: none"> <li>• National network of more than 7,000 licensed providers</li> <li>• Provider network continually expanding</li> <li>• Flexibility within network to meet individual client/member’s needs</li> <li>• All providers are state licensed with a minimum of a Master’s degree</li> </ul>
Face-to-Face Counseling	<ul style="list-style-type: none"> <li>• Three face-to-face counseling sessions per issue</li> <li>• Unlimited number of issues</li> </ul> <p><i>California Residents: Knox-Keene Statute limits no more than three EAP face-to-face sessions per person in a six-month period.</i></p>
Telephonic Access	<ul style="list-style-type: none"> <li>• 800 number answered 24/7 with direct access to a Master’s level EAP professional</li> <li>• 24/7 translation service available for callers (120+ languages)</li> <li>• Receive immediate support and guidance</li> <li>• Develop a plan and identify resources to address needs</li> </ul>
EAP Website	<ul style="list-style-type: none"> <li>• Article library</li> <li>• Resources and information to additional assistance                             <ul style="list-style-type: none"> <li>- <i>Emotional well-being resources</i> - <i>Health and safety resources</i> - <i>Family and relationships resources</i></li> <li>- <i>Work and life transitions resources</i> - <i>Legal and financial resources</i> - <i>Current event resources</i></li> <li>- <i>Child care and Elder care resources</i></li> </ul> </li> </ul>
Legal Services	<ul style="list-style-type: none"> <li>• Valuable resources available via our website                             <ul style="list-style-type: none"> <li>- <i>Legal and financial libraries and tools</i> - <i>Legal forms</i> - <i>Assisted document preparation online</i></li> </ul> </li> <li>• One face-to-face (or telephonic) legal consultation per issues (unlimited per calendar year)</li> <li>• Covers estate planning, elder law, will preparation, civil, family, real estate, etc.</li> <li>• 25 percent discount if member wants to continue legal services with the same attorney</li> </ul>
Financial Wellness	<ul style="list-style-type: none"> <li>• Financial educational resources and tools</li> <li>• Telephonic financial education and referral services</li> <li>• Employee seminars (on-site or online) based on allotted training hours</li> </ul>
Management Consultation and Education	<ul style="list-style-type: none"> <li>• Unlimited management consultation/collaboration regarding employee issues</li> <li>• Guide for Managers/Supervisors online with E-learning modules including the following topics:                             <ul style="list-style-type: none"> <li>- <i>Orientation to EAP</i> - <i>Reasonable suspicion</i> - <i>When grief comes to work</i></li> <li>- <i>Workplace violence- Critical incident management</i></li> </ul> </li> <li>• Training</li> </ul>

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Management Referrals	<ul style="list-style-type: none"> <li>Initially assess, collaborate, and refer to appropriate resources</li> <li>Case management including:               <ul style="list-style-type: none"> <li>- <i>Coordinating referral for ongoing treatment</i> - <i>Return to work planning</i> - <i>Follow-up services</i></li> </ul> </li> <li>Three types of referral services available: informal, formal and mandatory</li> <li>Examples of areas for use:               <ul style="list-style-type: none"> <li>- <i>Anger management</i> - <i>Substance abuse</i> - <i>Co-worker conflict</i> - <i>Supervisor conflict</i> - <i>Safety</i></li> </ul> </li> </ul>
Account Management Services	<ul style="list-style-type: none"> <li>Dedicated EAP Account Manager</li> </ul>
Utilization Reports	<ul style="list-style-type: none"> <li>Quarterly utilization report for companies with 150+ employees</li> <li>Percentage-based utilization report for companies with 150 or less employees</li> <li>Verbal usage information available upon request</li> </ul>
Employee Communication	<ul style="list-style-type: none"> <li>Employee communication materials available in English and Spanish</li> <li>Employee brochures, flyers and breakroom posters</li> <li>Employee orientation video</li> </ul>
Eligibility	<ul style="list-style-type: none"> <li>Employees and their immediate family members; including the employee, spouse, dependent children and dependent family members residing with the employee</li> <li>Services available for up to 30 days after termination of coverage</li> </ul>
Coordination with Health Plan(s)	<ul style="list-style-type: none"> <li>EAP professionals will coordinate services with treatment resources/providers within their health insurance network</li> <li>Work to ensure member may continue with same provider, if appropriate, for ongoing assistance utilizing health insurance benefits after EAP benefits exhausted</li> </ul>
Training, Seminars, Workshops and Critical Incident Services	<ul style="list-style-type: none"> <li>One free hour for every 100 employees (up to 20 hours) per calendar year to use on any combination of training, seminars, workshops and/or critical incident services</li> <li>Additional hours are on a fee for service basis</li> <li>Numerous topics available; topics include but are not limited to:               <ul style="list-style-type: none"> <li>- <i>Family/parenting</i> - <i>Wellness</i> - <i>Stress management</i> - <i>Managing money/budgeting</i> - <i>Legal workshops</i></li> </ul> </li> <li>On-site grief counseling</li> <li>Critical incident services</li> </ul>
Department of Transportation Assessments	<ul style="list-style-type: none"> <li>Locate and facilitate referral to a state licensed Substance Abuse Professional (SAP)</li> <li>Case management services to assist DOT licensed employee's awareness of their responsibilities per DOT laws to maintain license</li> <li>Assessment provided is on a fee-for-service basis</li> </ul>

For more information, please contact:

1-800-316-2796  
[mutualofomaha.com/eap](http://mutualofomaha.com/eap)



Employee Assistance Program administered by Mutual of Omaha Insurance Company or United of Omaha Life Insurance Company. Mutual of Omaha Insurance Company is licensed in all 50 states. United of Omaha Life Insurance Company is licensed in all states, except in New York. In New York, administered by Mutual of Omaha Insurance Company, 3300 Mutual of Omaha Plaza, Omaha, NE 68175.