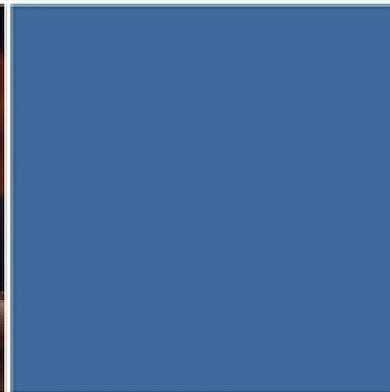
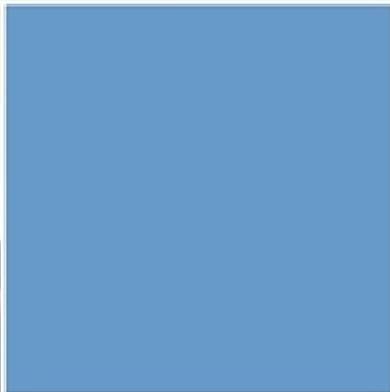


# Maricopa County Integrated Employee Assistance Program and Behavioral Health 888-213-5125



## Magellan Health Services

Linda Snook, Senior Account Executive  
713-621-4775  
lsnook@magellanhealth.com



# Why Have an EAP - Three Assumptions



- ❖ People have personal problems
- ❖ Problems follow people to work
- ❖ People hesitate to ask for help

# What is an EAP?

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- Counseling and Referral Service
- In-person counseling sessions away from work sites
- Prepaid company benefit
- Improves wellness and work performance
- CONFIDENTIAL

# EAP Helps With...

- Marital or relationship issues
- Family or parenting Issues
- Emotional reactions
- Stress
- Anxiety or depression
- Grief or bereavement
- Alcohol or Substance Abuse
- Legal or Financial concerns
- Coping with change

# Maricopa County Employee Assistance Program

- **Live 24-hour, dedicated, toll-free telephone access, answered by clinicians**
- **Clinical First “coaching” model**
- **Up to 8 in-person sessions per problem, per year**
- **Specialty EAP in-person national network**
- **Legal and Financial services**
- **Web-based wellness resources and interactive services**
- **Communications Materials**



- **Critical Incident Stress Management services**
- **Orientation, training and wellness services**
- **Designated account management team**

# Legal/Financial Services



- **Legal Services**
  - **Telephone or Initial Office Consultation Free**
  - **Discount for Further In-person Services**
  - **Web site with FAQs, Legal Forms, Legal Library**
  
- **Financial Services**
  - **Unlimited Telephone Consultations at No Charge**
  - **Discount for Complex In-Person Services**
  - **Web site with FAQs, Financial Calculators**

# Types of Legal/Financial Matters Covered

- **Civil and Consumer Issues**
- **Personal and Family Legal Services**
- **Financial Matters**
- **Real Estate**
- **Criminal Matters**
- **IRS Matters**
- **Referral to Consumer Credit/Financial Counseling Services**
- **Other Financial Services**
  - **Retirement Planning**
  - **College Funding Planning**
  - **Life Insurance Needs Planning**
  - **General Budget Assistance**



# www.MagellanHealth.com

- **Self search databases for child and elder care**
- **EAP Provider directory**
- **Managed Behavioral Health Provider directory**
- **Confidential and secure access anytime**
- **Resources for employers and managers**
  - **Online orientations**
  - **Interactive professional development tools**
  - **Tips for supervisors**
- **Spanish Login for articles in Spanish**
- **Newsletters for members and employers**
- **Interactive tools for wellness, skill building and personal development:**
  - **Quick information**
  - **Self-assessments**
  - **Personal plans**
- **Medication and drug interaction databases**
- **Wellness calculators**
- **Links to Legal/Financial services**

# www.MagellanHealth.com

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Welcome demo7  
[Cambie al Español](#)

### MyMagellan

#### My Messages

[Inbox \( 0 \)](#)

[Sent \( 0 \)](#)

#### Topics of Interest

- [Addictions](#)
- [Cambie al Español](#)
- [Anxiety](#)
- [Child Care](#)
- [Depression](#)
- [Elder Care](#)

#### Providers/Caregivers

##### Find a Provider by Location

Enter ZIP Code:

##### Caregiver Searches

[Search for Child Care](#)  
[Search for Elder Care](#)

##### Other

[Advanced Location Search](#)  
[Find a Provider by Name](#)  
[Get an EAP Referral](#)  
[Learn about providers](#)

#### Spotlight On

- [March Resources for Healthy Living](#)

#### Member Services

#### My Benefits

# EAP Benefits

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**Benefits**

- Employee Assistance Program
- EAP Benefits**
- EAP Self Referral
- Magellan LifeManagement
- Resource & Referral
- Convenience Services

## EAP Benefits

**EAP Sessions: 1-6**  
The EAP (Employee Assistance Program) is a confidential counseling and referral service that can help you and your family successfully deal with life's challenges. EAP services are available to you at no cost, as your employer has prepaid these services. You have up to 6 counseling sessions available to you. The EAP can help with things like job or work stress, parenting, alcohol and drugs, marital problems, anxiety, depression, legal issues, financial concerns, and dependent care issues.

### EAP Benefits

- [In-Person Assessment](#) In-person assessment and referral by an EAP clinician
- [Telephonic Assessment](#) When you call your EAP, you will speak with a counselor.
- [Crisis Management](#) Immediate phone-based crisis services available 24 hours
- [In-Person Counseling](#) In-person counseling with an EAP clinician
- [24 Hour Telephone Access](#) Program information and access available 24 hours a day

### Who is Eligible?

# Library & Resources

The screenshot shows a Microsoft Internet Explorer browser window displaying the Magellan Health Services website. The address bar shows the URL: <https://www.magellanassist.com/mem/library/default.asp>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains icons for Back, Forward, Stop, Refresh, Home, Search, Favorites, Print, Mail, and a user profile icon. The website header features a navigation menu with links for Sign Out, Edit My Profile, Site Map, Help, and Corporate Info. Below the header is a banner with the Magellan Health Services logo and three photographs of people. A secondary navigation bar includes links for MyMagellan, Providers/Caregivers, Benefits, Library & Resources (highlighted), Member Services, Care Guide, and Managers. A search bar with a 'Go' button is located below the navigation bar. The main content area is titled 'Library & Resources' and includes a sidebar with a list of categories: Topics of Interest, Library Catalog A - Z, Self Assessments, Tools & Calculators, Medication, Community Resources, Prevention Programs, Monthly Health Observances, and Glossary. The main text area contains a welcome message and four featured sections: Topics of Interest, Library Catalog A - Z, Self Assessments, and Tools & Calculators, each with a brief description and a 'More...' link. The word 'members' is displayed in a large, light blue font on the right side of the page.

Library Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Print Mail User Profile

Address <https://www.magellanassist.com/mem/library/default.asp> Go Links

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MAGELLAN HEALTH SERVICES

MyMagellan :: [Providers/Caregivers](#) :: [Benefits](#) :: **Library & Resources** :: [Member Services](#) :: [Care Guide](#) :: [Managers](#) ::

SEARCH

## Library & Resources

Welcome to Magellan's Library and Resources page. Whether you're interested in information about mental health or physical fitness, child care or elder care, you'll find it here. From community resources to investment tools, from fitness calculators to self-assessments, just follow the link to learn more about the issues that are important to you and your family and ways in which you can improve your well-being

**Topics of Interest**  
You're not alone in seeking information. Here you'll find information on issues our members most often research.  
[More...](#)

**Library Catalog A - Z**  
A complete alphabetized list of all the articles on our Web site.  
[More...](#)

**Self Assessments**  
If you are having a problem in your life, take one of our self assessments to help you work through the issue.  
[More...](#)

**Tools & Calculators**  
Investment tools, information on child and elder care regulations, links to volunteer opportunities, fitness calculators and more.  
[More...](#)

**Medication**

**Community Resources**

members

# Manager's Resources

**Managers & Supervisors - Microsoft Internet Explorer**

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SEARCH

**Managers**

- ▶ **EAP Management Services**
- ▶ **Training**
- ▶ **Management Resources**
- ▶ **Workplace Regulations**
- ▶ **Additional Resources**

## Managers & Supervisors

Welcome to the MagellanAssist program for managers and supervisors. As a supervisor and/or manager you have a challenging role. Managing people requires a unique set of skills. In this area you will find the program tools you need to help create a productive workplace that is positive and enjoyable for both you and your employees.

**EAP Management Services**  
Supervisors sometimes need information or assistance when dealing with troubled employees. Read about the services available. [More...](#)

**Training**  
See our Training menu and Program Guide for more information about how to select, plan, schedule or request training for your organization. [More...](#)

**Management Resources**  
Information, tools, and resources to help managers and supervisors more effectively manage their employees. [More...](#)

**Workplace Regulations**  
Information on ADA (Americans with Disabilities Act), Alcohol/Drug Testing, and Family Leave regulations and how they may affect the workplace.

members

# Critical Incident Stress Management

- **Client consultation – development of strategies for crisis response to traumatic incidents**
- **Centralized specialty unit in St. Louis Service Center**
  - **Trained CISM clinicians and coordinators**
  - **Specialized critical incident specialist database**
  - **Staff averages over 16 years clinical experience**
- **Availability with 2 hour deployment of on-site clinicians to provide group de-briefings and management consultations**
- **Credentials and training of on-site CISM counselors:**
  - **Minimum of Master degree level mental health professional**
  - **Trained in the Jeffrey Mitchell international critical incident stress foundation (ICISF) or Red Cross model**
  - **Expertise in group therapy/ dynamics; trauma consultation/ debriefing; grief work**
  - **Management and organizational consultation experience**
- **Specialized CISM reporting and evaluation**

# Southwest Care Management Center-Dallas

## Integration of EAP/Managed Behavioral Health Services

- **Points of access to all services through dedicated toll-free line and Web**
- **Clinical assessment and triage using proven decision-tree protocol, Clinical Pathways**
- **Opportunity for resolution within EAP benefit**
- **Seamless referrals from EAP to Managed Behavioral Health benefits**
- **Confidentiality and privacy guidelines**
- **Ease of program oversight**



# Account Management Team

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## **Regional Director, Account Management (Bill deHaas, MA CEAP)**

- Overall accountability for account management, Southwest Region
- Telephone: 214-692-3846
- E-mail: [wfdehaas@magellanhealth.com](mailto:wfdehaas@magellanhealth.com)

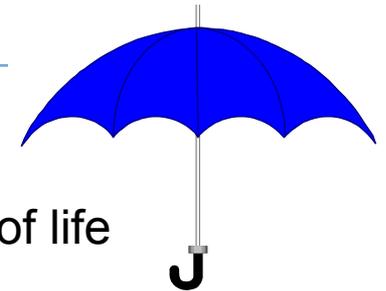
## **Senior Account Executive (Linda Snook)**

- Overall accountability for the DISD EAP contract
- Telephone: 713-621-4775
- E-mail: [lsnook@magellanhealth.com](mailto:lsnook@magellanhealth.com)

## **Account Specialist (Amanda Waite)**

- Supports Account Executive in day-to-day account service delivery
- Telephone: 214-692-3867
- E-mail: [await@magellanhealth.com](mailto:await@magellanhealth.com)

# Living Healthy, Working Well



- EAP—an “umbrella service” addressing all aspects of life
  - Home
  - Work
  - Family
  - Behavioral Health
- 24/7 Availability
- CONFIDENTIAL
- Call one toll-free number for help in dealing with life’s challenges!
- 888-213-5125