

# Employee Assistance Program (EAP) Employer Reference Guide – Enhanced Option



Up to **5 sessions** of in person counseling sessions

## Support for Employees

### Integrated services, including

- Educational Materials
- Resources and Personalized Researched Referrals
- Manager Services – access by managers and supervisors to qualified EAP consultants for management consultation on workplace concerns
- EAP Consultation – access to qualified EAP consultants for information, support, crisis intervention, educational materials in electronic format, and referral to local resources and assistance
- EAP Sessions – assessment and short-term problem resolution by network of qualified EAP consultants. Up to five (5) sessions provided. If it is determined that the presenting clinical issue is not appropriate for short-term counseling, the participant will be referred to the appropriate resources

### Work-Life Services

- Work-Life Consultation – access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance in areas like:
  - Parenting, Eldercare and aging
  - Consumer and community needs
  - Education
  - Disability
  - Adoption
  - Referrals matched and confirmed for vacancies for child care and elder care
  - Emotions and stress
  - Workplace issues

### Financial Services

- Financial Consultation – access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance
- Financial Professional Consultation – access to consultation with certified financial professionals; LifeWorks does not provide investment advice or loan funds

**Call:** 1-888-319-7819

**LifeWorks Mobile App:**

[Apple](#) & [Android](#) Stores

**User ID:** metlifeeap

**Password:** eap

**Website:**

[metlifeeap.lifeworks.com](http://metlifeeap.lifeworks.com)

**User ID:** metlifeeap

**Password:** eap

### Legal Services

- Access to qualified consultants for information, assessment, action planning and resources, educational materials in electronic format, and referral to local resources and assistance
- Network Attorney Consultation – access to consultation with network attorneys delivered via telephone or in-person to include up to thirty (30) minutes of consultation per legal issue (“Initial Attorney Consultation”). LifeWorks does not provide legal advice or representation, or review of real estate or trust documents; Discount on Attorney Services – following Initial Attorney Consultation, discount off standard legal fees as offered by LifeWorks’ network of attorneys

### Identity Theft Recovery Services

- This service includes a telephonic consultation up to sixty (60) minutes in length with a financial counselor who will help the Member to determine if the Member was a victim of identity theft and recommend options on how to place fraud alerts, freeze credit, file police reports, and conduct other activities necessary to resolve fraud. General information on identity theft prevention is also available

[metlife.com](http://metlife.com)

## Telephonic Life Coaching

- Access to life coaches who are Masters level counselors/consultants with disciplines in social work, counseling and psychology.); are board certified coaches (BCCs) and are credentialed through the (CCE) Center for Credential and Education. Each coach received their training from the ILTC (Institute for Life Coach Training)
- Ability for participants to partner with a life coach to help address issues, overcome obstacles and attempt to achieve goals agreed to between the life coach and the Participant

## Support for your Managers

### Communications to Inform Your Employees:

- Marketing Materials
  - Employee Flyers
  - Posters
- Email Templates
- Mobile App
- Monthly Communications

### Initial Onboarding Orientation

- Access to employee program orientation – including recorded sessions, communications and web based delivery of scheduled training on the suite of services available through LifeWorks

### Management Orientation

- Access to manager program orientation – including recorded sessions, communications and web based delivery of scheduled training on the suite of Services available through LifeWorks. In addition to Services featured in the employee orientation, the manager orientation will have information on services available through Management Line – including but not limited to formal referrals, SAACM, CISM and workplace management support

### Training Sessions

- Employers can purchase directly from LifeWorks on a fee for service basis as outlined on the rate card (web-based or in-person)

### Substance Abuse Assessment and Case Management (“SAACM”)

Access to specially trained EAP consultants for consultation for managers and human resources regarding employer- initiated substance abuse referrals. The service also offers a telephonic assessment of the severity of the employee’s substance use completed by Masters level consultants with Substance Abuse training and experience. Case management also includes program referrals, compliance monitoring, and status reports to the Designated Employer Representative (DER) for up to one year from initial contact date (or until recommendations are completed). Face to Face assessments to satisfy Department of Transportation (DOT) substance abuse violations are also offered at an additional cost

### LifeWorks Website - [www.metlifeeap.lifeworks.com](http://www.metlifeeap.lifeworks.com)

- A comprehensive and flexible array of resources through one Web site and app with resources and tools focused on helping Participants’ with their work and personal lives
  - Educational Resources
  - Interactive Tools and Assessments
  - User Friendly Interface
  - Online Resources and Assistance – in areas including but not limited to emotional health, addictions, workplace issues, parenting, elders and aging, consumer & community needs, education, disability, adoption, financial needs, legal needs, and health

### LifeWorks Mobile Application

Search for “LifeWorks” on the Apple or Android App Stores

### LifeWorks Onsite Services - Available on a fee for service basis

- Critical Incident Stress Management (CISM): CISM is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7/365 days a year via the toll-free line. The service includes management consultations as well as the coordination for onsite critical incident response for events including; sudden death, anticipatory grief, workplace accidents, and natural disasters
- Organizational Change Group Event(s)-: (non CISM) – is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7/365 days a year via the toll free (800) line. The service includes management consultations as well as the coordination for onsite support for non “CISM” events, which are normally pre planned.
- Organizational Change Individual Event(s)-: (non CISM) – is a comprehensive trauma management service provided by specially trained consultants, which is available 24/7 365 days a year via the toll free line. The service includes management consultations as well as the coordination for onsite support for non “CISM” events involving one individual, which are normally pre planned

## Utilization Report Frequency

Utilization reports will be available to accounts based on the following parameters.

Account Size	Report Type
<250	Yearly Summary Report on Request
<1,000	Yearly Detailed Report on Request
>1,000	Quarterly Detailed Report

## Additional Services Rate Card

Additional services are available by request at the rates listed below. To receive one of these services please call 1-888-319-7819.

Service Description	Rate	Billing Event
<b>Critical Incident Stress Management:</b>		
CISM Hrs Rapid Response within 2 hours of request (2 hr minimum)	\$315.00	per hour
CISM Hrs Standard within 24 hours of request (2 hr minimum)	\$230.00	per hour
Threat Assessment-telephonic	\$250.00	per hour
Threat Assessment- onsite. Travel expenses will be charged if incurred	\$2,500.00	per day
<b>Organizational Services:</b>		
Organizational Change Immediate Response (2 hr minimum)	\$315.00	per hour
Organizational Change Standard Response (2 hr minimum)	\$230.00	per hour
Fitness for Duty Assessment	custom	per occurrence
<b>Training:</b>		
Standard webinar	\$350.00	per hour
Standard In-person	\$450.00	per hour
Extended seminars and management training 2 hr (per block)	\$1,000.00	per occurrence
Extended seminars and management training 3 hr (per block)	\$1,450.00	per occurrence
<b>Other:</b>		
Orientations	\$125.00	per occurrence
Visibility Events	\$125.00	per occurrence

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"In the case of providing information on third party services and programs, including referrals to established community resources, LifeWorks is not responsible for, liable for or provide insurance for, the actions or inactions of such third parties."

