

Employee Assistance Program

Real support for real life



Your employees need real support now more than ever

60%

of Americans have low resilience, leaving them unable to recover from challenges quickly¹

~25%

of Americans report their mental health is fair or poor²

Improve health and performance

Our Employee Assistance Program (EAP)³ provides **easy-to-access support** that helps employees (and all members of their households) address real-life challenges. From managing stress to locating a peanut-free preschool or closing on a house, EAP connects your organization's employees with the support and resources they need to achieve a healthy work-life balance.

- + Emotional health
- + Home life referrals
- + Legal and financial services
- + Job and career support
- + Manager and workplace concerns

Compassionate employee support

EAP removes the stigma around asking for help. Employees can easily get in touch through live chat and we also offer 24/7 telephone support with multilingual services, including confidential assistance, crisis support and more. Our advocates will listen and guide employees toward solutions. When needed, they will provide referrals to licensed clinicians and experts, ranging from counselors to plumbers to lawyers.

Personalized support makes progress possible



175K+

providers in national EAP network⁴



95%

of participants say EAP has helped them better manage their stress⁵



95%

of customers are able to resolve their issues directly through EAP and avoid behavioral health claims⁶



97%

of customers were satisfied with the service they received⁵

Expert manager support

We recognize the unique challenges faced by supervisors, HR teams and benefit managers, and we have developed specific resources to support these key individuals— informed by over four decades of EAP experience.⁴

Our EAP manager microsite addresses critical incident and disaster response needs, trainings, wellness seminars, and management consultation services—along with communications tools for elevating program awareness. **Around-the-clock telephone support and an expert consultant team** help ensure your leaders are equipped to handle any workplace or employee performance issues that arise.

Tailored organizational support

Our goal is to make EAP as beneficial for your entire organization as possible. That's why we start by listening when designing your program. For example, rather than defining what constitutes a critical incident, we let you set the parameters and then offer expert, tailored assistance during times of need. This responsive approach helps ensure that employees can bring their best to work every day and your organization keeps running at full speed.



Real support for today's changing world

Contact your Evernorth representative today email winningbehavioral@evernorth.com to learn more about EAP.



Value of EAP

90%

of EAP customers report improved employee productivity⁵

24%

average reduction in avoidable ER visits⁷

51%

average reduction in outpatient behavioral health spending⁷

99%

manager satisfaction⁵



Increased engagement

Our EAP, supported by targeted marketing communications and additional tools and resources, has dramatically increased engagement:

20%

increase in live chat sessions⁸

123%

increase in telephone consultations⁸

33%

increase in home life referral cases⁸

6.3%

increase in EAP counseling sessions⁹

1. Cigna Resilience Index: 2020 U.S. Report
2. Cigna 2020 U.S. Loneliness Index.
3. Employee assistance program services are in addition to, not instead of, health plan benefits. These services are separate from health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.
4. Evernorth Behavioral Network Management Report, July 2023. Subject to change.

5. 2022 Evernorth Satisfaction Surveys, Employee Assistance Program Evaluation, 2023. Results are gathered throughout the year on a statistically significant sample of national and regional clients who utilized EAP services within that year.
6. Evernorth EAP Resolution Rate, 2022 Book of Business Norms.
7. EAP Retrospective Matched Case Control Study: Impacts on Medical and Behavioral Spending, Cigna Global Data and Analytics, 2020.
8. Comparison of FY2022 to FY2021, EBH BOB EAP operations and program services reporting, 1/2021–12/2022
9. Comparison of FY2022 to FY2021, EBH Finance, Analysis of EAP paid session experience, 1/2020–12/2022 with runout through 2/1/2023

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