

Commonwealth of Virginia Health Benefits Program Employee Assistance Program (EAP)

Manager and Supervisor Assistance

Guidance from the EAP is available to managers and supervisors in dealing with employee situations, from individual coaching to mandatory referrals.

• Free Management Consultations

- **Anthem:** Management consultations are available at **855-223-9277**. Licensed counselors will discuss the situation and options available, including initiating a mandatory referral. Anthem also has specific EAP orientations online:
 - Managers: <http://www.workplaceoptions.com/wellpoint/anthem/anthem-supervisor-orientation.asp>
 - Employees: <http://www.workplaceoptions.com/wellpoint/anthem/anthem-orientation.asp>.
- **Aetna:** An Organizational Risk Management Center is staffed by licensed clinicians who are specifically trained in resolving workplace issues.
 - To speak to a Management Resource Consultant regarding an employee's situation or for a formal mandatory referral, please call **888-238-6232**.
 - To access the Manager's Services online, please visit www.MyLifeValues.com and click on Managers Services. In this section, there is a Workplace Center that includes articles to help managers assist employees, a Resource Library, Training Services, Manager Newsletter, Supervisor Orientation video and a resource link for managers.
- **Kaiser:** In addition to accessing a Workplace Consultant at **866-517-7042**, managers can access an innovative website to assist with worksite concerns called **WorkplaceConsult.com**.
 - A manager may receive workplace tips, articles, resources/tools, surveys, and trainings, as well as set goals for journaling.
 - A confidential account can be set up by the Workplace Consultant.
 - Manager training is also available at www.achievesolutions.net/kaiser.

• Employee Training and Critical Incident Stress Debriefings

- Anthem is the primary provider of these services for the statewide plans.
- For training, please reference the Anthem EAP training catalog posted on the COVA Knowledge Center under the course catalog. The training catalog is also posted on the Anthem EAP website under Manager Tools. See the log-in information below. If you would like more information or would like to schedule training, please contact Lynn Vogel at lynn.vogel@anthem.com or Tina Banton at tina.banton@anthem.com.
- If you have a situation involving a critical incident (such as an employee death, workplace incident or accident) for which you would like an on-site counselor, please contact **855-223-9277** at any time. Choose Option 1 for "Crisis" to speak quickly with a clinician.

