

# Employee Assistance Program Overview for All Health Plans

Commonwealth of Virginia  
Health Benefits Program

# What is an EAP?



An employee assistance program (EAP) provides quick and easy access to no cost short-term solution-focused resources to help meet the challenges of everyday life. Contact with the EAP is entirely confidential.



Available to covered members, and their household members.



Up to 4 no cost counseling visits per issue per plan year (face-to-face, telephonic, or virtual).

# Which EAP do I use?

*Benefits are dependent on employee's health plan election*

## COVA Care and COVA HDHP - Statewide

- Anthem EAP 855-223-9277 [www.AnthemEAP.com](http://www.AnthemEAP.com) Log In: Commonwealth of Virginia
- Contact: Lynn Vogel, [lynn.vogel@anthem.com](mailto:lynn.vogel@anthem.com)

## COVA HealthAware - Statewide

- Aetna EAP 888-238-6232 [www.mylifevalues.com](http://www.mylifevalues.com) Username: COVA Password: COVA
- Contact: Rudy Schenk, [rschenk@aetna.com](mailto:rschenk@aetna.com)

## Optima Health Vantage HMO – Available to Employees in the Eastern Region of Virginia

- Optima EAP 800-899-8174 [www.optimaeap.com](http://www.optimaeap.com) username: COVA
- Contact: Suzanne Fullwood, [sbstewa1@sentara.com](mailto:sbstewa1@sentara.com)

## Kaiser Permanente HMO – Available to Employees in the Northern Virginia Region of Virginia

- Kaiser EAP 866-517-7042 [www.achievesolutions.net/kaiser](http://www.achievesolutions.net/kaiser)
- Contact: Stacy Tighe, [stacy.tighe@beaconhealthoptions.com](mailto:stacy.tighe@beaconhealthoptions.com)

# Details by Plan

EAP Resource	COVA Care & COVA HDHP	COVA HealthAware	Kaiser Permanente HMO	Optima Health Vantage HMO
24/7 service center	855-223-9277	888-238-6232	866-517-7042	800-899-8174
Member crisis line	855-223-9277 option 1	866-885-5596	866-517-7042	800-899-8174
Website resources	www.anthemeap.com Log in Commonwealth of Virginia	www.mylifevalues.com Username & password: COVA	www.achievesolutions.net/kaiser	www.optimaead.com Username: COVA
Alternative counseling resources	LiveHealth Online Call 855-223-9277 for info and coupon code	Telemynd Call 888-238-6232 for info and authorization	Talkspace Access via above website Log in: Commonwealth of Virginia	N/A
Digital emotional well-being resources	Learn2Live Sign up via EAP website	Resources for Living and myStrength	N/A	Website resources
Legal services	Free 30-minute consultation* and web resources	Free 30-minute consultation* and web resources	Free 60-minute consultation for family law*; free 30-minute consultation for other issues*	Website resources
Financial counseling	Unlimited telephonic financial counseling	Free 30-minute consultation* and web resources	Free 30-minute consultation	Website resources
Identity monitoring/assistance	Sign up via the Anthem EAP website	Free 60-minute consultation for identity theft* and resource guide kit	Free 60-minute consultation for identity theft* and resource guide kit	Website resources
Work-life services	855-223-9277 EAP website	888-238-6232 EAP website	EAP website	Website resources

*\* services are per issue per plan year*



## Free Agency Resources provided through Anthem EAP for all employees:

For crisis situations or consultation regarding a workplace trauma response which may involve Critical Incident Response (CIR) to include having a counselor on site or virtual following a tragic event, employee death, or layoff:

Call 855-223-9277

For Free On-Site or virtual Educational and/or Wellness workshops:

View the catalog on [www.AnthemEAP.com](http://www.AnthemEAP.com) under Manager Tools to choose your training topic(s)

Contact Lynn Vogel [lynn.vogel@anthem.com](mailto:lynn.vogel@anthem.com) or 804-305-0386 to schedule

***If you believe an employee is in crisis and/or a danger to himself/herself or others, and needs to seek immediate intervention, call 911.***

---

Confidential call that does not commit you to a course of action

---

Helps sort personal reactions from observable behaviors

---

Directs you to your company's policies and internal resources for additional support

---

Assists you in understanding the different levels of referrals available

---

Helps you determine if a referral to the EAP could be of benefit to the employee

---

*If you believe an employee is in crisis and/or a danger to himself/herself or others, and needs to seek immediate intervention, call 911.*

## Manager Consultations Based on Employee's EAP

# Situations that may require immediate action

- Threat to self or threat of suicide
- Threats to others or location
- Domestic violence
- Stalking
- Victim of crime

**Contact 911.**

**Follow your agency Policies and Procedures related to potential threats, emergency management, employee relations.**

*If imminent danger is not a concern, you may also wish to contact the EAP to speak with a clinical consultant to talk through the situation – **Keep in mind the EAP is not able to provide direct support/crisis assessment unless the employee calls us directly.***





What you  
should do if  
an employee  
has a  
complaint  
about the  
EAP

**Provider Access/Availability:**

Encourage the employee to contact the EAP again to make them aware and allow the EAP to provide additional assistance and options.

**Service/Process**

**Issues/Questions:** Reach out to the appropriate EAP contact.

EAP  
Questions?

Please  
Reach Out

**COVA Care and COVA HDHP**

*Lynn Vogel, [lynn.vogel@anthem.com](mailto:lynn.vogel@anthem.com)*

**COVA HealthAware**

*Rudy Schenk, [rschenk@aetna.com](mailto:rschenk@aetna.com)*

**Kaiser Permanente HMO**

*Stacy Tighe,  
[stacy.tighe@beaconhealthoptions.com](mailto:stacy.tighe@beaconhealthoptions.com)*

**Optima Health Vantage HMO**

*Suzanne Fullwood,  
[sbstewa1@sentara.com](mailto:sbstewa1@sentara.com)*

# Your Health Plan Contacts

## COVA Care and COVA HDHP

*James Moores, [james.moores@anthem.com](mailto:james.moores@anthem.com)*

## COVA HealthAware

*Jen Cheung, [cheungj1@aetna.com](mailto:cheungj1@aetna.com)*

## Kaiser Permanente HMO

*Ricardo Orellana, [ricardo.a.orellana@kp.org](mailto:ricardo.a.orellana@kp.org)*

*Francisco Ayala, [Francisco.j.ayala@kp.org](mailto:Francisco.j.ayala@kp.org)*

## Optima Health Vantage HMO

*Michelle Trimmer, [mktrimm1@sentara.com](mailto:mktrimm1@sentara.com)*

Thank you  
for this  
opportunity.