

EAP GUIDELINES

Determination to refer to the EAP or MH/CD benefit occurs when the care manager has assessed the following in the initial contact.

- ❖ Assess For Risk
- ❖ Substance Use/Abuse
- ❖ Why Now/Assess For Urgency (How & When The Problem Began)
- ❖ Impact On Work, Home And Other Relationships
- ❖ Any Barriers To Resolve Concerns
- ❖ Ability To Problem Solve
- ❖ Resources Needed To Problem Solve

I) EAP PATHWAY

All Models:

- ❖ Crisis intervention where there is not immediate risk to self or others.
- ❖ Problem solving and education needed for a non-clinical issue.
- ❖ Issue is problem oriented and resolution should be brief.
- ❖ Education can assist in preventing an occurrence or reoccurrence.
- ❖ Support for re-entry into the workplace.
- ❖ Presenting signs/symptoms can not be assessed over the telephone.
- ❖ More of a V code focus which may include:
 - Academic problem
 - Adult antisocial behavior
 - Borderline intellectual functioning
 - Childhood or adolescent antisocial behavior
 - Malingering
 - Marital/relationship problem
 - Noncompliance with medical treatment
 - Occupational problem
 - Parent/child problem
 - Other interpersonal problem

- Phase of life problem or other life circumstance problem
- Uncomplicated bereavement
- Non diagnosis
- ❖ Presenting with medical, financial, legal or life stress situation.
- ❖ Referral by a supervisor.
- ❖ Coordination with an employer mandated drug-testing programs (treatment should go to CD benefit).
- ❖ Follow up for formal or mandatory supervisory referral or CD cases to monitor compliance.
- ❖ Caller is an employee, dependent, or household member eligible for EAP benefits only.

Brief Treatment/Full Service Model

- ❖ Clients with an apparent DSM diagnosis experiencing only mild impairment or mild to moderate symptoms. Can include, but is not limited to:
 - Mild to moderate depressive symptoms.
 - Anxiety.
 - Adjustment disorders.
 - Grief reactions.
 - Mild to moderate PTSD presentations.
- ❖ Clients needing substance abuse evaluation, but not in need of immediate medical stabilization.

MH/CD PATHWAY

- ❖ Dangerous to self or others.
- ❖ Psychiatric crisis or emergency (needing inpatient treatment).
- ❖ Evidence of psychosis.
- ❖ In current MH / CD treatment.
- ❖ Evaluation or need for psychotropic meds.
- ❖ Needs psychological or neuro-psychological testing.
- ❖ Client not likely to benefit from brief period of problem solving or education.
- ❖ Primary DSM diagnosis
- ❖ Parent/child problem

**II) COMMUNITY RESOURCE PATHWAY
(Can Be Separate Or In Conjunction With Other Pathways)**

- ❖ Support provided by 12-step/self help meetings to help maintain sobriety and significant others.
- ❖ Community services for support groups, legal, dependant or eldercare services, etc. (where extended vender services are not part of the Magellan benefits).
- ❖ Court adjudicated assessments or services (i.e. DUI's).
- ❖ Services afforded through community mental health centers.