

EAP services for first responders

Magellan Healthcare's EAP network supports the provision of EAP services to first responders.

Who might be considered a first responder?

- A first responder is an employee of the state or local public agency who provides emergency response services including:
 - Law enforcement
 - Firefighters
 - Correctional officers
 - EMTs/paramedics
 - Healthcare first responders

Common stressors

- Late night shifts
- Long working hours
- Loss of a colleague(s)
- Mass casualty incidents
- Dealing with unruly/violent individuals
- Increased risk for alcohol or substance abuse
- Increased risk for depression, anxiety and post-traumatic stress disorder

EAP providers must be contracted for the first responder network

Providers must be specifically contracted with Magellan for the EAP first responder network. Being in the network could increase your potential for EAP referrals from first responders.

Anonymous EAP registration for State of California employees

Due to confidentiality concerns driven by state job classification (e.g. California Highway Patrol officers), the State of California asks Magellan to allow its employees to register for EAP services anonymously.

Members, Magellan staff and State of California peer support will create anonymous EAP registrations using the following standards:

- If an employee is unwilling to provide their real name, they will use the initials of their accurate first and/or last name, e.g., John Smith could use John S., J. Smith, or J.S.

- If an employee is unwilling to use their real date of birth, they will use a default for their month and day of birth with their accurate year of birth, e.g., 01/01/1969
 - If an employee is unwilling to use their true year of birth, they will use the default birth year of 1920, e.g., 01/01/1920
 - If an employee is unwilling to use their actual address, they will enter their work location address.
- If a member requests services anonymously, they must provide you with the EXACT demographic information that they used when they requested EAP services. You will need this information when you register the case and submit the EASI Form for reimbursement:
 - MAT Number
 - Name under which the case/registration was created
 - Date of birth listed in the case/registration
 - Address listed in the registration

Questions?

If you have questions about this information, contact NetworkInquiries@MagellanHealth.com.