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RESOURCES

- [MHNHealth & Wellness Services](#)
- [Anthem Blue Cross LiveHealth Online](#)
- [Workplace Wellness - CalPERS Health Benefits Program](#)
- [Kaiser Permanente Wellness Resources](#)
- [Blue Shield Teledoc](#)

QUESTIONS

[Contact PRISM Risk Control](#)

Or call 916.850.7300

Mental Wellness: Leveraging Relationships to Maximize Services

By Sarah Bruno, ARM

According to the National Institute of Mental Health, nearly one in five U.S. adults live with a mental illness. This affects workplaces in a number of ways including: decreased productivity, absenteeism, alcohol and substance abuse, increased risk for injury and illness, and decreased job satisfaction.

Connecting an employee who needs mental health services with someone who can provide them is a critical component to providing a strong workplace mental wellness program. Sometimes those who might be able to help are not even aware the help is needed. As a result, ensuring the program information is directly available to those in need is critical.

Budgets are tight not only for employees, but for public agencies across the country. So, it makes sense that both are looking for ways to maximize use of resources available through existing service providers. Public Agency employers are known for having amazing benefits, so how do we leverage those relationships to maximize services for employees?

Begin by working through the following list with the department responsible for employee benefits, often Human Resources (HR). The suggestions will help agencies utilize existing relationships with both your Employee Assistance Program (EAP) and health insurance providers.



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- Reach out to your EAP service provider or employee benefits consultant (if applicable) to schedule a meeting to discuss the services included in your coverage. This might include: training, telehealth, and crisis services. Consider ongoing meetings to discuss new or updated services
- Be very active in promoting EAP services. Information provided by the EAP should be pushed out both internally (human resources) and externally (EAP service provider) to employees. Depending upon the benefits elected this could occur several times throughout the year, with additional reminders during high stress events. It is not enough to post benefit information on your company website. Global communications via intranet, bulletin boards and email alerts are additional ways in which to communicate these valuable services.
- Work with your healthcare plan representatives or consultant to actively promote behavioral health services. Your healthcare carriers have a lot of ways to encourage utilization of their services throughout the year. Again this information should come from both internal and external sources to employees.
- Check with your EAP to clarify eligibility. Often EAP services are extended to entire households and families. Confirm if your plan requires full time status for eligibility.
- Verify your EAP and healthcare coverage provides telehealth options, such as crisis and/or behavioral health counseling online, by phone, or other forms of electronic communication. Ask if these services are available 24/7.
- Check to see that your EAP and health plans offer online support groups (such as substance abuse or mental health support) for employees.
- Be sure your EAP and health plans publicize the availability of online guidance on self-care to reduce stress (such as walks, gardening, meditation, yoga, etc.).
- Ask your EAP or consultant for an EAP utilization report that will help you determine the number and types of presenting problems they are receiving.



Remember to frequently communicate the available services, including how they can be accessed, to workers and their families. Providing employees with these helpful and often free or low cost services will be much appreciated. Remember, any action taken to connect employees to these services helps not only the employees, but the agency as well.

For additional questions, please contact [PRISM Risk Control](#).