

# Helping employees live their best lives

EAP services can help reduce absenteeism, increase productivity and moderate the financial impact of your benefits costs.



## Keeping your employees on track

When an employee is struggling with a personal situation, it can affect their productivity and performance. Offering a quality Employee Assistance Program (EAP)<sup>1</sup> can help them stay on track while working through their issues and getting back to their optimum self. The Employee Assistance Program, available to MetLife's Life or Disability customers, is a confidential counseling and referral service that assists employees and their immediate family members with life issues, before they escalate.

### Convenient access to valuable services

Help is available whenever employees need it, 24 hours a day, 7 days a week. Employee assistance services, provided through LifeWorks, provide immediate crisis resolution and referrals to counseling and support services through a national network of more than 30,000 highly trained practitioners.

### Valuable support for your managers

Employer Consultation provides guidance and support to your managers on how to handle employees in need of EAP services.

## EAP valuable services



Masters-level, licensed staff clinicians with crisis intervention expertise



Bilingual staff trained to handle emergencies or urgent need cases



Online and telephone support for issues such as childcare, eldercare, financial and legal services



Tools and educational resources available for both the employer and the employee on the mobile app



Clinical support in person or by phone for work and life challenges



Health and wellbeing with CareNow that provides access to a range of programs designed to help with anxiety, depression, stress and more.

## Options to meet the needs of your workforce

### OPTION 1

- Toll-free telephone assessments and consultations
- Work and life services: childcare and eldercare, financial, legal and identity theft prevention and recovery
- Member website
- Up to 5 virtual (video or telephonic) counseling sessions, per issue, with a licensed clinician
- Telephonic Life Coaching
- Utilization Reporting
- Online Provider Search
- Employer Consultation Services:
  - Management Consultation – Coaching discussions with managers to help employees in need
- Job Performance Referrals (JPRs)
  - Customized action plans to help resolve problems and improve job performance
- Department of Transportation Referrals (DOT)
  - A fully compliant assessment and referral process for employees who fall under the Federal Department of Transportation regulations for workplace drug and alcohol testing programs
- Expert content on a range of topics for work, family, life, and money matters
  - Articles, eBooks, podcasts and interactive tools
  - Online toolkits for life transitions and wellbeing support with CareNow

### OPTION 2

#### Everything in OPTION 1 plus:

- Up to 5 face-to-face counseling sessions, per issue, with a licensed clinician

### OPTION 3

#### Everything in OPTION 1 & 2 plus:

- Critical Incident Stress Management<sup>2</sup>
  - On-site counseling and assistance for responding to traumatic events (natural disasters, workplace violence or death of an employee)
- Training and Development Seminars and Workshops designed to help businesses succeed<sup>3</sup>
- Orientations for Employees/Supervisors
  - Sessions that describe the types of counseling and other assistance available through the EAP<sup>3</sup>

**Get expert guidance for confident decisions.**  
**Contact your MetLife representative today.**

1. EAP services provided through an agreement with LifeWorks US Inc. (LifeWorks by Morneau Shepell). LifeWorks is not a subsidiary or affiliate of MetLife.
2. For Option 3, this service includes up to 4 hours per event per location – additional hours available as a fee for service. For options 1 and 2, this service is only available as a fee for service.
3. Up to 8 combined hours/year.

**metlife.com**

Some restrictions may apply to all of these services. Hotline services provided by LifeWorks US Inc. (LifeWorks by Morneau Shepell). LifeWorks is not a subsidiary or affiliate of MetLife. Information disclosed directly to LifeWorks is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.



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