



## CITY OF MILWAUKEE AND UHC CARE24 EAP SERVICES

Department of Employee Relations

October 21, 2009

### FREQUENTLY ASKED QUESTIONS

- 1. Will the City eliminate the EAP Coordinator position and EAP services upon the retirement of the current incumbent?**  
The retirement of the City's in-house EAP Coordinator presents a unique opportunity to consider a different model of delivering EAP services. Many organizations have shifted EAP programs from in-house to third party services. The City is interested in continuing to make effective and efficient EAP services available to all employees and their families in a cost effective way. While the EAP Coordinator position as it currently exists will be eliminated and replaced with an administrative position, access to comprehensive EAP services and associated referrals will be provided through UnitedHealthcare (UHC) Care24 Program 24 hours a day, 365 days a year.
- 2. How and why was UnitedHealthcare selected for EAP services?**  
UnitedHealthcare is under contract with the City for 2009 and 2010 for a fully insured plan at an approximate cost of \$85 million (active employees only). Approximately 90% of active employees are currently members of this fully insured plan and have access to UHC's Care24 services at no extra charge. Care24 offers members access to a wide range of health and well being information-seven days a week, 24 hours a day. Using one toll-free phone number, members can speak with RN's and master's level counselors to help with almost any problem ranging from medical and family matters to personal, legal, financial and emotional needs.
- 3. Will City employees and their families who have a different health plan have access to these services?**  
Yes, Common Council file# 090742 (to be heard by the Finance and Personnel Committee on 102809) authorizes the Department of Employee Relations to amend the current contract with UHC to provide access to Care24 and other employee assistance services to employees under the Basic Plan.
- 4. Is Care24 limited to EAP referrals and services?**  
No. Employees and their families can call the Care24 toll-free number whenever they have a health-related question. Registered nurses will assist them with questions about health conditions or symptoms and provide information that can help them choose appropriate care. Specialists and counselors can help employees and their families address a wide range of personal concerns such as emotional distress, relationship worries, anxiety, grief, and much more. Legal and financial professionals are also available to provide assistance.
- 5. Will face to face resources be available if a counselor is not hired for the EAP Coordinator position?**  
When face-to-face resources are necessary for a specific situation, a Care24 representative can refer employees and their families to local, in-person support. Counselors also can refer employees to a wide range of national and community resources.
- 6. How will formal EAP referrals be handled?**  
Designated departmental personnel responsible for disciplinary matters (Personnel Officers or Managers/Supervisors) will contact one of the Care24 management consultants (MC) assigned to the City of Milwaukee and will provide information about the formal referral and the circumstances of the referral. The MC will complete initial consultation and will gather information including the employee name and demographics, job title, length of employment, details about performance issues, and other relevant information. The employee will be instructed to contact the MC who will review the mandatory referral process, discuss confidentiality issues, complete telephonic clinical screening and risk

assessment, and arrange urgent/emergent services if indicated. The MC will schedule initial evaluation with appropriate provider and will coordinate release signatures. The provider will contact the MC after the initial evaluation to discuss assessment and share recommendations for follow up. The MC will coordinate all recommended follow up services and will provide ongoing verbal and written updates about the employee's compliance to the appropriate referral manager. Similar to current practice, the communication with the manager or supervisor will be limited to whether the employee has in fact complied with the referral or not. No additional information (type of referral, nature of treatment or intervention) will be provided.

- 7. How will the City comply with the requirement to make Substance Abuse Professional (SAP) referrals under DOT regulations?** When a SAP is needed under DOT referrals and regulations, DPW's Designated Employer Representative (DER) will contact one of the Care24 management consultants (MC) assigned to the City of Milwaukee and will provide information as to the need for the referral and other information as to the circumstances of the referral. The MC will complete initial consultation and gather referral information from the DER including employee name and demographic information, job title and length of employment, type of DOT violation, specific drug test results, and history of prior DOT violations. The employee will be instructed to contact the designated MC who will review the SAP mandatory referral process, discuss confidentiality issues, complete clinical screening, and arrange urgent/emergent services if indicated. The MC will schedule the initial SAP evaluation within 24-72 hours after initial contact with the employee. The SAP will call the MC after the initial evaluation to discuss assessment and share recommendations for education/or treatment. The MC will provide ongoing verbal and written updates about the employee's compliance to the DER. The MC will schedule follow-up SAP evaluation after the recommended education and/or treatment is completed. The MC will monitor aftercare compliance, provide updates to the DER and close case once aftercare is successfully completed.
- 8. How will UnitedHealthcare ensure the confidentiality of the referrals?**  
The effectiveness of any Employee Assistance Program lies in the confidentiality of the program. Care24 staff adhere to all governmental guidelines to maintain client confidentiality. Care24 staff requires a release of confidentiality to be signed by members seeking Care24 services before information can be released to a third party.
- 9. How will City departments deal with providing timely and appropriate crisis intervention services without an in-house expert?**  
Care24 provides telephonic support services and on-site support services to help employees cope with critical incidents. They include one-on-one sessions, management consultations and follow ups and group process/education sessions, seminars, and violence prevention consultations. Department designated representatives or the City's EAP Administrator may contact a Care24 management consultant directly to schedule such interventions.
- 10. How will new employees be made aware of the services and programs available through Care24?**  
New hire materials will include a Care24 communication piece that describes the services and support available to employees and their dependents - 24 hours a day, 7 days a week. This information will also be made available during new employee orientation on a regular basis.
- 11. How will the Joint Labor/Management Committee continue to have a say in how EAP services are provided and delivered?**  
The Committees can continue playing a role in promoting the use of Care24 for employee assistance issues as well as assisting in identifying appropriate training for supervisors and labor representatives. The Committee will work with the EAP administrator to ensure that the program is running effectively, coordinate and communicate issues and concerns to be addressed by the dedicated management consultants assigned to the City of Milwaukee, and recommend intervention opportunities and training as appropriate.

**12. Can employees use the Care24 line while on duty?**

Given the sensitive and confidential nature of the issues addressed by Care24 it is recommended that employees seek services in a private and secured environment. When services are needed immediately or on an emergency basis and a secured/confidential environment is available to discuss the need, employees can make use of Care24 while on duty.

**13. How will departments secure and schedule training sessions previously provided by the EAP Coordinator?**

United Healthcare's Care 24 services include a wide range of programs and services designed to help organizations address workplace challenges and work/life issues. The City has access to 60 hours of training per year free of charge. Additional hours can be secured if and when needed at a cost of approximately \$175 per hour and \$100 per hour of travel time. A sample listing of available programs is presented below:

- *Professional Development for managers and supervisors: Team Building, Performance management, Communication*
- *Human Resources/workplace concerns and work skills: Conflict, Customer Service, Safety, Workplace Stress*
- *Parenting/Family: Developing Capable Kids, Successful Single Parenting, Understanding Adolescence*
- *Healthy Lifestyle: Making Healthy Choices, Stress, Wellness*
- *Life Skills: Financial, Personal Growth/Challenges, Time Management*
- *Workplace Stress*
- *Critical Incident Response Services*

**14. How will United Healthcare communicate with current employees and promote the services of Care 24?**

United Healthcare can provide the City and Departments with posters, flyers, stuffers, and brochures to help promote Care24 in the workplace. Briefing sessions with key personnel (Personnel and Safety Officers, Labor leaders, and others) will be held during the first week in November to ensure appropriate communication and information is available for all employees. Care24 will also be promoted on the UnitedHealthcare member website – myuhc.com.

**15. How will UHC ensure that overall City of Milwaukee needs for employee assistance services will be met?**

UHC has identified two management consultants that will be the designated City of Milwaukee representatives helping us monitor the effectiveness of the model and working with City personnel coordinating formal and DOT referrals, addressing and resolving customer complaints, and ensuring the overall quality of the services provided. These management consultants are licensed clinicians with experience and training in mental health, substance abuse, dual diagnosis and various workplace issues including performance management and workplace safety.